

TNAIRS Petition for 2-1-1 Collaborative Information Meeting

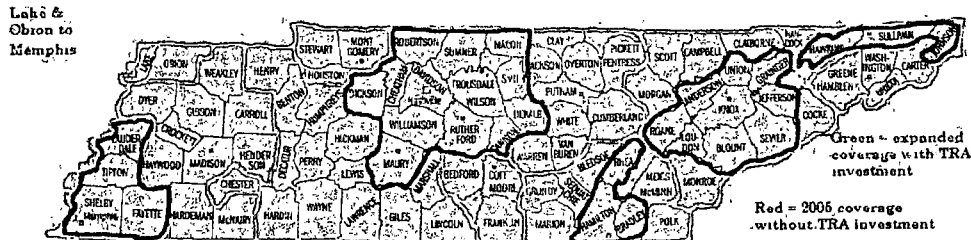
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Docket 04-00342

Thursday, December 02, 2004

IN REGULATORY AUTHORITY
DOCKET ROOM

On November 29, 2004, Doug Fluegel (TNAIRS) met with Eddie Roberson, Miki Murphy, and Patsy Fulton (TRA) to discuss additional information requirements for the TNAIRS petition to be named the Tennessee 2-1-1 Collaborative. This document details the information requested.

1. A map showing the current 2-1-1 coverage compared with the statewide coverage plan:



2. Assurance that United Ways in the expansion territories support our plan to provide 2-1-1 service in their coverage area. Julie Denning, President of United Ways of Tennessee, provided the following analysis:
 - a. Jackson expansion. The 10 counties in Jackson's area are the United Ways of West TN coverage area so no other UW's exist in this expansion area. United Ways of West TN will operate the 2-1-1 in Jackson.
 - b. Clarksville expansion: Clarksville Crisis Call-Line is funded by United Way of Clarksville-Montgomery County. There is no UW in Stewart or Houston County.
 - c. Nashville expansion: in this large area, there is only one United Way (for Benton and Humphreys County). The UW supports 2-1-1 calls going to Nashville or Clarksville.
 - d. Tullahoma expansion. Contact Lifeline receives funding from all United Ways in their coverage area.
 - e. Chattanooga expansion: the counties west of Chattanooga have no UW. United Way of McMinn and Meigs Counties supports 2-1-1 calls going to Chattanooga.
 - f. Cookeville expansion. The United Way of Putnam County is the only UW in this area and will answer 2-1-1 calls.
 - g. Knoxville expansion. There are no UW's in counties north of Knoxville's current coverage area. United Ways of Monroe & Hamblen support 2-1-1 calls going to Knoxville.
 - h. Johnson City expansion. The TRA has already received letters of support from United Ways in this area.

Doug Fluegel

- i. United Way of Obion County is not a member of United Ways of Tennessee. Julie Denning and Doug Fluegel have left numerous messages with this United Way but have not received an answer. If United Way of Obion County decides that they want the 2-1-1 calls to go to another AIRS-affiliated call center, TNAIRS will work to meet those expectations.
3. A time estimate for completion of the statewide implementation project if the TRA decides to approve the TNAIRS request for funding 2-1-1 expansion. There are three components of the expansion project that will require significant time to complete: data gathering and database migration; central office switching; and call center technology installation and training. According to Dave Robertson at BellSouth, the CO switching should take no more than 45 business days. Andy Caldwell assures TNAIRS that installation and training should be completed in 4-5 weeks. CO switching and phone installation can occur simultaneously. Data gathering and migration could take longer but 2-1-1 could be active during this process. Based on the information provided above, 2-1-1 should be statewide 3 months after the TRA investment. Knowing that unforeseen problems will certainly arise, TNAIRS suggests a worst case scenario of 6 months after investment.
4. Assurance from TNAIRS that our members do not require passage of federal legislation to provide 2-1-1 service if TRA decides to invest in expansion. TNAIRS understands that each member is responsible for funding 2-1-1 operating costs in their area and that state or federal funding might never become available. Each center currently operates information & referral and additional costs for covering 2-1-1 in their area are related to marketing efforts. Because each center controls the marketing for 2-1-1 in their area, they can control call volume and costs associated with operating 2-1-1.
5. AIRS financial statements (Appendix A)
6. TNAIRS financial statements (Appendix B)
7. AIRS affiliate structure (Appendix C)
8. Copies of all TNAIRS application forms (Appendix D)
9. Verification that all current and future 2-1-1 centers are TNAIRS members (see Appendix D)
10. Hours of operation for each 2-1-1 center
 - a. Nashville: 24/7/365, includes all holidays
 - b. Memphis: 9 – 9, M – Th; 9-6, F & Sat; 1-5, Sun; closed New Year's Day, MLK Bday, Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Eve and Day. Closed 6 PM evening before all holidays. Overflow handled by local crisis center after hours.

- c. Knoxville: 8-11, M-F; 8-6 Sat & Sun, includes all holidays
- d. Chattanooga: M-F, 8-5, closed holidays, answering service after hours
- e. Jackson: M-F, 8-5, closed holidays
- f. Cookeville: M-F, 8-5, closed holidays
- g. Kingsport: 8-11 daily, includes all holidays
- h. Johnson City: 7-11 daily, includes all holiday
- i. Tullahoma: 24/7/365
- j. Clarksville: 24/7/365

Eddie also listed four expectations of the 2-1-1 Collaborative:

- 1. Serve as a clearinghouse for any complaint regarding 2-1-1 service in the state
- 2. Act as the official 2-1-1 provider membership organization with the expectation that any future 2-1-1 providers must be TNAIRS members.
- 3. If any state money were to be allocated, TNAIRS would oversee the distribution of that money.
- 4. If federal money is allocated, TNAIRS would request the grant for the state of Tennessee and oversee the distribution of the money.

Appendix A

Mission Statement

To advance the capacity of Information and Referral providers to better serve their communities.



2003 Annual Report Alliance of Information and Referral Systems



Inside this Report

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Message from the President

Mary Hogan

The past year has been filled with new accomplishments and opportunities for AIRS. The American Society of Association Executives (ASAE) honored AIRS achievement with an **Award of Excellence** in the 2003 Associations Advance America Awards program - a national competition sponsored by ASAE. The AIRS 2-1-1 Institute and our work as part of the National 2-1-1 Initiative have been recognized for both innovation and leadership. Over 100 associations entered the second round, of which only seven received the Award of Excellence. While the entry focused on AIRS 2-1-1 activities, the award brings well deserved public recognition to the tremendous body of work developed by the AIRS Board of Directors, volunteers and members over many years. The AIRS membership, supported by the AIRS Standards, Accreditation, Certification, Conference, Journal, and other programs provide the foundation and infrastructure to the 2-1-1 system.

AIRS partnered with Northwest AIRS, WIN211 and United Way of King County in Washington, OR211 and United Way of the Columbia-Willamette in Oregon to accelerate 2-1-1 development in the Pacific Northwest. The **Northwest Project** included a number of outcomes including, the development of 2-1-1 business plans, increasing the number of accredited agencies and certified I&R staff and hiring state 2-1-1 coordinators. The **2-1-1 Toolkit** was also developed to provide online access to affordable, high quality state and local 2-1-1 business planning tools. The toolkit will be beneficial to any I&R/A in the process of strengthening or expanding their

program. The initial funding for the project was provided by a \$450,000 challenge grant from the **Bill and Melinda Gates Foundation**.

The **AIRS Accreditation and Certification** programs continue to grow and gain acceptance. The American Association of Suicidology now recognizes AIRS accreditation as substantially meeting their program certification requirements. This recognition facilitates the completion of the AAS certification program. The result will be more agencies benefiting from participating in both programs. AIRS will continue to work with other credentialing programs in an effort to serve our members.

As part of AIRS ongoing efforts to ensure that the accreditation and certification programs are conducted in accordance with commonly accepted standards for similar programs, the Alliance requested the assistance of Michael Hamm & Associates to conduct a thorough audit/review of the credentialing programs and prepare a written report with pertinent findings and recommendations.

The audit identified many program strengths, including

- Strong volunteer leadership
- Dedicated and hard working staff
- The quality of the standards
- The education and consultation emphasis in the accreditation program
- Broad perceptions regarding the value of the accreditation process and certification program
- 2-1-1 recognition linkages

AIRS will continue to strengthen the programs by implementing the report's recommendations over the coming year. Additional 2003 accomplishments include:

- Addition of AIRS training manager Sara Hamilton and the expansion of education products and services
- Adoption of XML Standards
- A Successful Training and Education Conference in Cleveland, Ohio. Strong conference participation, despite tough economic times, is a reflection of the professional commitment of I&R providers
- The Creation of the National 2-1-1 Assembly - to support 2-1-1 networking and system building
- The Friends of AIRS endowment continues to grow, thanks to donations from AIRS members and conference participants. The fund provides conference scholarships to outstanding I&R providers
- The AIRS Affiliate Council continues to strengthen and expand their representation on behalf of their members
- Our volunteer board of directors, our staff of Lori Warrens, Charlene Hipes, Sara Hamilton and AIRS Journal Editor Dick Manikowski are to be commended for their commitment to bringing AIRS and the field of Information and Referral to higher levels of performance and quality services.

— Mary Hogan, AIRS President

AIRS Board of Directors

Officers May 2003 - May 2004

Judy Windler, President
Texas I&R Network
Austin, TX

Rita Weatherholt, Secretary
Information and Referral Services
Tucson, AZ

Caty Jirik, Vice President
United Way 2-1-1
Greater Twin Cities United Way
Minneapolis, MN

Peter Bishop, Treasurer
United Way 2-1-1
Jacksonville, FL

Randall S. Nicklaus, Past President
2-1-1 Big Bend
Tallahassee, FL

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UT

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Community Information Toronto, Toronto,
ON Canada

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Theresa Lambert
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Washington, DC

Jamie Moore
United Way of the Midlands, Volunteer
Resource Center

Larry Olness
United Way of Dane Co., United Way 2-1-1,
Madison, WI

Michelle Pike
Milwaukee Co Dept of Aging, Milwaukee,
WI

Elizabeth Pline
United Way of Roanoke Valley, Roanoke, VA

Georgia Sales
INFO LINE of Los Angeles, Sierra Madre, CA

Robin Smith
United Way of Marion Co, Fairmont, WV

Richard Stahl
Info Line, Akron, OH

Margaret Strachan
Senior Services of Seattle/King Co., Seattle,
WA

AFFILIATES COUNCIL CO-CHAIRS

Karen Hyatt
American Red Cross, Central Iowa, Des
Moines, IA

Kathy O'Connor
Greater Twin Cities United Way, St Paul,
MN

MILITARY LIAISON

Gary Strickland
Family Support Center, Mountain Home
AFB, ID

AIRS OFFICE

Lori Warrens, Executive Director
Washington, DC

Charlene Hipes, Credentialing Manager
Portland, OR

Sara Hamilton, Training Manager
Washington, DC

AIRS JOURNAL EDITOR

Dick Manikowski
Detroit Public Library, Detroit, MI

AIRS 2003 Affiliates

AIRS Affiliates are member-
ship organizations representing
comprehensive and specialized
information and referral provid-
ers within a defined geographic
area. Affiliates shape, inform and
carry out AIRS mission at the lo-
cal level in order to support and
build excellence in the profes-
sion of I&R/A. The co-chairs of
the Affiliate Council represent the
affiliates on the AIRS Board of
Directors.

Alabama AIRS

Arizona AIRS

California AIRS

Carolina AIRS

Florida AIRS

Georgia AIRS

Illinois AIRS

Indiana I&R Association

Iowa AIRS

Louisiana AIRS

Maryland I&R Providers Council

Massachusetts AIRS

Michigan AIRS

Midwest I&R Services Alliance

Minnesota AIRS

AIRS New Hampshire

AIRS New Jersey

New York State AIRS

Northwest AIRS

Ohio Council I&R Providers

AIRS Oklahoma

Pennsylvania Association for I&R

Tennessee AIRS

Texas AIRS

Utah AIRS

Vermont AIRS

Virginia AIRS

I&R Providers of Wisconsin

2003 Certification Totals

New	634
Renew	398
Total	984
# Test sites	60

The certification program identifies the competencies that I&R staff must demonstrate in order to perform job-related duties effectively. Individuals who successfully pass the AIRS certification examination are awarded a certificate and may use credentials their names for the following certifications:

- CIRS — Certification for I&R Specialists
- CIRS-A — Certification for I&R Specialists in Aging
- CIRS-Canadian — Certification for I&R Specialists
- CRS — Certification for Resource Specialists

The certification exams are offered year round at sites across the United States, Canada and at the AIRS Annual Training Conference.

AIRS 2003 Accredited Sites

Currently 28 (14 in 2003) I&R agencies are accredited by AIRS. Accreditation is a cooperative effort between the I&R agency and AIRS to create a strong foundation on which the agency can build and grow. Accreditation determines whether the agency meets The AIRS Standards for Professional Information and Referral through a comprehensive three phase process.

1. Application and Consultation — The agency works with the AIRS staff liaison to review accreditation criteria, documentation requirements and answer questions regarding the process.
2. Onsite Review - The On-Site Review is conducted to enable the review team to see the agency in operation and verify that it is acting in accordance with the accreditation criteria. It includes a meeting and interviews with agency staff, a tour of the facility, and agency administrative staff debriefing.
3. Award - Following the site visit, a report with a recommendation from the Review Team is completed and submitted to the chair of the Accreditation committee for approval and a letter is sent notifying the agency of the results.

United Way of Metro Tarrant County

United Way's First Call

Fort Worth, Texas, Date of Accreditation 2003

Family Information & Referral Service Team (FIRST)

White Plains, New York, Date of Accreditation 2003

211 Tampa Bay Cares

Largo, Florida, Date of Accreditation 2003

HelpLine

Delaware, Ohio, Date of Accreditation 2003

United Way of the Midlands First Call for Help

Omaha, Nebraska, Date of Accreditation 2003

2-1-1 Big Bend

Tallahassee, Florida, Date of Accreditation 2003

Information Services

Taylor, Michigan, Date of Accreditation 2003

211/First Call for Help

Waukesha, Wisconsin, Date of Accreditation 2003

211 Brevard

Cocoa, Florida, Date of Accreditation 2003

2-1-1 Texas

Austin, Texas, Date of Accreditation 2003

First Call for Help/2-1-1

Bryan, Texas, Date of Accreditation 2003

United Way 2-1-1

Atlanta, Georgia, Date of Accreditation 2003

INFO-LINK

Clearfield, Pennsylvania, Date of Accreditation 2003

Information Services

Edmonton, Alberta, Canada, Date of Accreditation 2003

Partners

National Association of State Units on Aging - NASUA is the national association through which the state agencies on aging promote social policy in the public and private sectors. NASUA has provided leadership in the areas of credentialing of aging I&R professionals, training and the National Aging Symposium which is held annually in conjunction with the AIRS Training and Education Conference.

United States Military - AIRS works with family services personnel in all branches of the military to support armed forces personnel in the United States and overseas. The military is an annual sponsor of the AIRS Training and Education Conference.

Inform Canada - Inform Canada is proud to be a truly national association of I&R professionals, offering its members

unique resources, standards development, representation and networking opportunities. Inform Canada is also proud to have maintained a close and collaborative relationship with AIRS, and today offers members the convenience of a joint membership package to both organizations.

United Way of America - AIRS and UWA share a deep, historical commitment to the fundamental importance of accessible, comprehensive information and referral services as a critical community asset to help people connect with the services they need when they need them. AIRS and UWA are actively working together and leveraging our resources to accelerate 2-1-1 implementation through resource development, credentialing programs, training, technical assistance, public policy and brand management.

2003 Individual Members

Al Bender	Dallas-Lee Brower	Jane E Esenwein Stuber	Lori Brown	Risha W Levinson
Alima Anderson	Danny Canas	Jane Shull	Lori Warrens	Robert Bass
Allison Payne	Darla Schaeffer	Janeal Nielsen	Lucille Dallaire	Robin AR Smith
Amir Razavi	David Crutchfield	Janice Berry	Lucinda M Mohr	Ron Lyons
Angela Faircloth	Deanna Lea	Jeannette Mathews	Lucinda Nord	Ronnie Davis-Jefferson
Angelica Medina	Deborah Woods	Jennifer Cranston	Madgie Whickar	Same Pride
Ann Harrison Ryder	Debra Jo Short	Jerry Powell	Margaret Gillis Brun	Sarah Coyle
Anne C Goldenberg	Debra Mobley	Jill Applebee	Margaret Woovis	Shannon Dobbs
Anne Driscoll	Delana C Ruud	Joanne Holland	Marge Fenik	Sharon Neville
Barbara Dove	Diana Dew	Jonquil Eyre	Maria C Escobales	Sherry Jelliff
Barbara Stanke	Dina Kendrick	Joyce A Garvey	Marjorie A Wilson	Simone Gauthier
Bette Lindley	Donna Hagan	Julie Plevancic	Marjorie Sidsworth	Solange Bishop
Bettina C Dubas	Donna M Palmieri	Karen Franke	Mark Dittman	Steve Ruggiero
Beverly Scroggins	Dottie Hinkle	Karen Haugrud	Mary Brown	Steven P Nagel
Blanca Barba	Doug Carroll	Karen K Miyake	Mary Dees	Stuart Emig
Blanche Buscanics	Edward T Donovan	Karen Sedberry	Mary Jane Barney-Butler	Sue Meier
Bobbie Andrejack	Eileen Lopez-Cordone	Kathleen Fish	Matthew J Weismantel	Susan Kunda
Carmelina S Nims	Elise Levine	Ken Smith	Michelle Crawford	Susie Breier
Carol Dickson	Ellen Cohen	Kittie H Winston	Mickie Watterson	Suzanne Eman-Jaehning
Carol E Benson	Ellen Gerstein	La Neice Jones	Mr Bill Kiernan	Sylvia A Sebert
Carol Edwards	Emily Hoyt	LaWana Williams	Mr Herbert H Lawson, Jr	Teri Davidson
Carol Hoshizaki	Gail Chechlowski	Leona M Perry	Ms Pat Etlng	Terry Statzer
Catherine Kowicki	Gareth Morgan	Leticia Jonayon	Nancy S Guerry	Tina B Hartley
Cheryl Pickney	Gary F Smith	Linda Evrard	Nancy Shank	Tom Page
Cheryl Ryan	Gil Evans	Linda L Dreyer	Naomi Sugihara	Tommie Cervetti
Christine Helweg	Glenda Hoffmeister	Linda McAllister	Olene Darby	Tracy Davis
Cindy Cosenzo	Gordon Vance	Linda Paulson	Pat Gash	Tracy M Phillips
Claire Conley	Gwen Bumgardner	Linda Pippin	Patrick Moorhead	Veronica A Castro
Claire Robinson	Hildy Dillion	Linda Sharpley	Paul Deane	Vickie Bateman
Colette Scrimger	Ivana Wilson	Linda White	Peggy Pearce	Vivian Smith
Connie Barley	James Colville	Lindsay Whitcomb	Penny B Adams	Wanda Willis
Connie Richardson	James Whaley	Lisa DeAmicis	Phyllis George	Wendy Deutelbaum
Cori Sackin	Jan Fay	Lisa M Hein-Dixon	Po-Lin Cheung-Leung	Willard H Stell
Corrine J Parrott	Jane Abraham	Lorene Highbridge	Ralph Dickerson Jr	William A Grossie

2003 Agency Members

- 2-1-1 Big Bend Inc, Tallahassee, FL
 2-1-1 Brevard Inc, Cocoa, FL
 2-1-1 Community Information & Volunteer Centre, Markham, ON
 2-1-1 First Call for Help, Fort Lauderdale, FL
 211 Info, Portland, OR
 2-1-1 Tampa Bay Cares Inc, Largo, FL
 2-1-1/Community Resources, Orlando, FL
 A Woman's Place, Green Bay, WI
 Access UT Network, Salt Lake City, UT
 ADA Working Group, Tallahassee, FL
 Adult Well-Being Services, Detroit, MI
 AgeAdvantAge Area Agency on Aging Inc, Madison, WI
 Aging & Adult Services, Coeur d'Alene, ID
 Aging & Community Services of South Central IN, Columbus, IN
 Aging & Disability Resource Center of LaCrosse Co, LaCrosse, WI
 Aging & Disability Resource Center of Marathon Co, Wausau, WI
 Aging and In Home Services of NE IN, Fort Wayne, IN
 Aging Commission of the Mid-South, Memphis, TN
 Aging Resource Center of Douglas Co, Superior, WI
 Aiken Co HELP LINE, Aiken, SC
 AIRS New Jersey, Trenton, NJ
 AIRS Oklahoma, Oklahoma City, OK
 Alabama AIRS, Guntersville, AL
 Alabama Department of Senior Services, Montgomery, AL
 Alamo Area Agency on Aging, San Antonio, TX
 Alcohol/Drug Council of NC, Durham, NC
 Allegan Crisis Response Service, Allegan, MI
 Allen Community Outreach, Allen, TX
 Alliance for Aging Inc, Miami, FL
 Alliance on Aging, Salinas, CA
 Aloha United Way, Honolulu, HI
 American Red Cross, Des Moines, IA
 American Red Cross Greater Buffalo Chapter, Olean, NY
 American Red Cross Horry County Chapter, Myrtle Beach, SC
 American Red Cross of Greater Lehigh Valley, Bethlehem, PA
 Amherstburg Community Services, Amherstburg, ON
 Ancaster Information Centre & Community Services, Ancaster, ON
 Anne Arundel Co Dept of Aging, Annapolis, MD
 Area 12 Agency on Aging, Sonora, CA
 Area Agency on Aging, Lewiston, ID
 Area Agency on Aging, Phoenix, AZ
 Area Agency on Aging, Austin, TX
 Area Agency on Aging & Disability, Greater Nashville Regional Council, Nashville, TN
 Area Agency on Aging 1-B, Southfield, MI
 Area Agency on Aging Dist 7 Inc, Rio Grande, OH
 Area Agency on Aging for NE VT, St Johnsbury, VT
 Area Agency on Aging of Broward Co, Fort Lauderdale, FL
 Area Agency on Aging of Central TX, Belton, TX
 Area Agency on Aging of East TX, Kilgore, TX
 Area Agency on Aging of N FL Inc, Tallahassee, FL
 Area Agency on Aging of North Central TX, Arlington, TX
 Area Agency on Aging of Northwest Michigan, Traverse City, MI
 Area Agency on Aging of Pasco-Pinellas Inc, St Petersburg, FL
 Area Agency on Aging of SE Texas, Beaumont, TX
 Area Agency on Aging of Southern Western Illinois, Bellville, IL
 Area Agency on Aging of Texoma, Sherman, TX
 Area Agency on Aging of the Coastal Bend, Corpus Christi, TX
 Area Agency on Aging of Western MI, Grand Rapids, MI
 Area Agency on Aging PAA 9, Byesville, OH
 Area Agency on Aging/Sowega Council on Aging, Albany, GA
 Area III Agency on Aging, Weiser, ID
 Area IV Office on Aging, Twin Falls, ID
 Arizona AIRS, Phoenix, AZ
 Arkansas Management Information System, Little Rock, AR
 Ark-Tex Council of Governments, Texarkana, TX
 Army Community Service, Fort Hood, TX
 Arrowhead Area Agency on Aging, Duluth, MN
 Ashtabula Co Community Action Agency, Ashtabula, OH
 Assistance Center of Collin Co, Plano, TX
 Associated Catholic Charities, Baltimore, MD
 Atlanta Regional Commission on Aging, Atlanta, GA
 Atlantic Co Library, Mays Landing, NJ
 Avenidas Senior Center, Palo Alto, CA
 Baltimore Co Dept of Aging, Towson, MD
 Barrie Public Library, Barrie, ON
 Bartlesville Regional United Way, Bartlesville, OK
 Baton Rouge Crisis Intervention Center, Baton Rouge, LA
 Bay Area Agency on Aging, Green Bay, WI
 BayPath Elder Services Inc, Framingham, MA
 BC Association of Clinical Counsellors, Victoria, BC
 Behavioral Connections of Wood Co, Bowling Green, OH
 Behavioral Health Resources, Olympia, WA
 Bell Co Human Services, Temple, TX
 Benton Co Health Dept, Corvallis, OR
 Bloor Information & Life Skills Centre, Toronto, ON
 Bluegrass Area Agency on Aging, Lexington, KY
 Bowman Internet Systems, Shreveport, LA
 Bristol Elder Services, Fall River, MA
 Brockton Area Multi-Services, Inc - Helpline, Brockton, MA
 Burlington Public Library, Burlington, ON
 Cabarrus Co Dept of Aging, Concord, NC
 Caledon Community Services, Bolton, ON
 California AIRS, San Diego, CA
 Call For Help, Edgemont, IL
 Cambridge Volunteer Bureau, Cambridge, ON
 Canadian Mental Health Association, Guelph, ON
 Canadian Mental Health Association/Peel Branch, Mississauga, ON
 Capital Health Link, Edmonton, AB
 CAPOC Inc, Santa Ana, CA
 Care Management Consultants Inc, Augusta, GA
 Carolina AIRS, Raleigh, NC
 Casa De Amigos of Midland TX Inc, Midland, TX
 Catholic Charities, Chicago, IL
 Catholic Charities - Catholic Youth Organizations, San Francisco, CA
 Catholic Charities Communities Services, New York, NY
 CEFS Economic Opportunity Corp, Effingham, IL
 Center for Disability and Development, Iowa City, IA
 Center for Family Services Inc, Williamstown, NJ
 CENTERPOINT, Shreveport, LA
 Central Coast Commission for Senior Citizens, Santa Maria, CA
 Central MA Agency on Aging, West Boylston, MA
 Central MN Council on Aging, St Cloud, MN
 Central Plains Area Agency on Aging, Wichita, KS
 Central Referral Service Inc, Buffalo, NY
 Centre de Reference du Grand Montreal, Montreal, QC
 Centre d'ecoute et de reference Halte Ami, Montreal, QC
 Centre for Addiction and Mental Health, Toronto, ON
 Centre for Language, Training & Assessment, Mississauga, ON
 Cerebral Palsy of NJ, Trenton, NJ
 Cerdian, Boston, MA
 Champlain Valley Agency on Aging, Winooski, VT
 Charlotte Co Human Services, Punta Gorda, FL
 Chatham/Kent Community Care Access Centre, Chatham, ON
 Chicago Dept on Aging, Chicago, IL
 Chicago Public Library, Chicago, IL
 Child Development Resource Connection Peel, Mississauga, ON
 Children's Services Center, Pensacola, FL
 Chimo Helpline, Fredericton, NB
 CHOICE, Philadelphia, PA
 CIOCA The Access Network, Indianapolis, IN
 City of Albuquerque Dept of Senior Affairs, Albuquerque, NM
 City of Calgary, Calgary, AB
 City of Detroit, Detroit, MI
 City of Falls Church, Falls Church, VA
 City of Los Angeles Department of Aging, Los Angeles, CA
 City of Palo Alto, Palo Alto, CA
 Clearfield Co Area Agency on Aging Inc, Clearfield, PA
 CO Dept of Human Services, Denver, CO
 CO Dept of Public Health & Environment, Denver, CO
 Co of San Bernardino, San Bernardino, CA
 Co of San Diego Aging & Independence Services, San Diego, CA
 Coalition for Independence, Kansas City, KS
 Coastal Area Agency on Aging, Brunswick, GA
 Coastline Elderly Services, New Bedford, MA
 Cochise Aging & Social Services, Bisbee, AZ
 Commission on Aging & Retirement Education (CARE), Baltimore, MD
 Common Ground Sanctuary, Bloomfield Hills, MI
 Community Action, Hillsboro, OR

2003 Agency Members, continued

- Community Action Partnership of Kern, Bakersfield, CA
Community Care Access Centre in Renfrew Co, Pembroke, ON
Community Care Access Centre London-Middlesex, London, ON
Community Care Access Centre of Halton, Burlington, ON
Community Care Access Centre of Hamilton, Hamilton, ON
Community Care Access Centre Wellington-Dufferin, Guelph, ON
Community Connection, Collingwood, ON
Community Connection of NEGA, Athens, GA
Community Council of Greater Dallas, Dallas, TX
Community Council of Rio Grande Valley, Weslaco, TX
Community Crisis Center, Elgin, IL
Community Crisis Services, Hyattsville, MD
Community Help Centre, State College, PA
Community Info Line of Coosa Vly Inc, Rome, GA
Community Information & Referral Inc, Phoenix, AZ
Community Information & Referral Society, Red Deer, AB
Community Information Centre of Ottawa, Ottawa, ON
Community Information Fairview, North York, ON
Community Information Service Hamilton-Wentworth, Hamilton, ON
Community Information Toronto, Toronto, ON
Community Link North Simcoe, Midland, ON
Community Net, Rochester, MN
Community Resource Centre Killaloe Inc, Killaloe, ON
Community Resource Council, Topeka, KS
Community Resources Network, Chicago, IL
Community Service Council of Greater Tulsa, Tulsa, OK
Community Services Council, Salt Lake City, UT
Community Services Council of Chester Co, West Chester, PA
Community Services Council of NH, Concord, NH
Community Services of Central MD, Baltimore, MD
Community Services Planning Council, Sacramento, CA
CONTACT Chattahoochee Valley Inc, Columbus, GA
Contact Crisis Helpline Inc, Oklahoma City, OK
Contact Delaware Inc, Wilmington, DE
Contact EARS Helpline, New Castle, PA
CONTACT Lubbock Inc, Lubbock, TX
CONTACT of Burlington Co, Moorestown, NJ
CONTACT of Ocean County, Toms River, NJ
Contact of Rockford, Rockford, IL
CONTACT the Crisis Line, Jackson, MS
Contact-Concern of NE Tennessee, Kingsport, TN
Contra Costa Crisis Center, Walnut Creek, CA
Coosa Valley RDC Area Agency on Aging of NW GA, Rome, GA
COPE Services Inc, Grafton, WI
Council for Older Adults of Delaware Co, Delaware, OH
Council for Senior Citizens, Durham, NC
Council of Community Services, Roanoke, VA
Council on Aging of Silicon Valley, San Jose, CA
Council on Aging of W Florida, Pensacola, FL
Covenant House, New York, NY
Cowass North America, Franklin, MA
Crisis Center, Springdale, AR
Crisis Center of Tampa Bay, Tampa, FL
Crisis Clinic, Seattle, WA
Crisis Contact Helpline, Gary, IN
Crisis Intervention Center Inc, Nashville, TN
Crisis Line of Will County, Joliet, IL
Crisis Services of North Alabama, Huntsville, AL
Criss Cross Inc, Clarksburg, WV
CSRA Regional Development Center, Augusta, GA
CT State Library, Hartford, CT
Cumberland Co Coordinating Council on Older Adults, Fayetteville, NC
Cumberland Co Public Library and Information Ctr, Fayetteville, NC
DAC Advocates for Children & Families, Las Cruces, NM
Dallas Area Agency on Aging, Dallas, TX
Deep East TX Council of Governments, Jasper, TX
Delaware Helpline, Wilmington, DE
Dept of Human Services - Aging Services Div, Bismarck, ND
Detroit Area Agency on Aging, Detroit, MI
Detroit Public Library, Detroit, MI
DHH - Research & Development, Baton Rouge, LA
DHR - Division of Aging Services, Atlanta, GA
Distress Centre/, Calgary, AB
District III Area Agency on Aging, Warrensburg, MO
District XI Human Resource Council, Missoula, MT
DOROT Inc, New York, NY
Dupage County Department of Human Services, Wheaton, IL
Early Childhood I&R of Ramsey Co, Roseville, MN
East AR Area Agency on Aging, Jonesboro, AR
East Central Regional Development Commission, Mora, MN
East Tennessee Information & Referral Inc, Knoxville, TN
Easter Seals, Chicago, IL
Eden I&R Inc, Hayward, CA
Effingham Co Committee on Aging, Effingham, IL
Elder Services of Cape Cod & the Islands Inc, Dennisport, MA
Elder Services of the Merrimack Valley Inc, Lawrence, MA
Elder Services of Worcester Area Inc, Worcester, MA
Elgin Community Care Access Centre, St Thomas, ON
Epilepsy Foundation -National Office, Landover, MD
Essex Community Services, Essex, ON
Fairfax Co Dept of Systems Mgmt for Human Svcs, Fairfax, VA
Family & Children's Service of the Capital Region, Albany, NY
Family & Workplace Connection, Wilmington, DE
Family Caregiver Support Program, Gainesville, FL
Family Connections, Sheboygan, WI
Family Counseling Center, Mobile, AL
Family Resource & Referral Center, Staunton, VA
Family Resource & Referral Inc, Roswell, NM
Family Resource Center, Menomonee, WI
Family Service Agency, Santa Barbara, CA
Family Service Association of Wyoming Valley, Wilkes-Barre, PA
Family Service of Champaign Co, Champaign, IL
Family Support Network of North Carolina, Chapel Hill, NC
Fayette Co Community Action Agency Inc, Uniontown, PA
Fayette Senior Services, Fayetteville, GA
First Call for Help, Grand Rapids, MN
First Call for Help, Tiffin, OH
First Call for Help - St Joseph County, South Bend, IN
First Call for Help Central MN, St Cloud, MN
First Call for Help Inc, Napoleon, OH
First Call for Help Inc, Parsippany, NJ
First Call for Help Information & Referral Program, Cape Girardeau, MO
First Call for Help of Coastal Horizons Center, Wilmington, NC
First Call for Help of Ellis Co, Hays, KS
First Call of Ottawa Co, Grand Haven, MI
FIRST Inc, White Plains, NY
First Line, Winston-Salem, NC
FIRST LINK, Columbus, OH
First Link, Fargo, ND
First TN Area Agency on Aging, Johnson City, TN
FirstCall, Fort Collins, CO
FirstLink of the Bluegrass, Lexington, KY
Fleet & Family Support Center, Pearl Harbor, HI
Fleet & Family Support Center, Saratoga Springs, NY
Fleet & Family Support Center, Brunswick, ME
Fleet & Family Support Center, Point Mugu, CA
Fleet & Family Support Center, Ingleside, TX
Fleet & Family Support Center, Marysville, WA
Fleet & Family Support Center, FPO, AE
Fleet & Family Support Center, New Orleans, LA
Fleet & Family Support Center, FPO, AE
Fleet & Family Support Center, Lemoore, CA
Fleet & Family Support Center, Mayport, FL
Fleet & Family Support Center, FPO, AE
Fleet & Family Support Center, Key West, FL
Fleet & Family Support Center, Great Lakes, IL
Fleet & Family Support Center, Jacksonville, FL
Fleet & Family Support Center, Newport, RI
Fleet & Family Support Center, Pensacola, FL
Fleet & Family Support Center, Marietta, GA
Fleet & Family Support Center, Fort Worth, TX
Fleet & Family Support Center Guam, FPO, AP
Florida AIRS, Daytona Beach, FL
Florida Dept of Elder Affairs, Tallahassee, FL
Franklin Co Home Care Corp, Turners Falls, MA
Franklin Food Pantry, Franklin, MA
Frederick Co Hotline, Frederick, MD
Freedom Resource Center for Independent Living, Fargo, ND
Fresno Co Information & Referral, Fresno, CA
Geauga County Department on Aging, Chardon, OH
Geauga United Way, Chardon, OH

2003 Agency Members, continued

Georgia AIRS, Columbus, GA
 Girls & Boys Town National Hotline, Boys Town, NE
 Golden Crescent Regional Planning Commission, Victoria, TX
 Great Lakes Behavioral Research Institute, Cranberry Twp, PA
 Greater Lynn Senior Services, Lynn, MA
 Greater Twin Cities United Way, Minneapolis, MN
 Greene Co Council on Aging, Xenia, OH
 Greene Co Human Services, Waynesburg, PA
 Grundy Co Health Dept, Morris, IL
 Gryphon Place, Kalamazoo, MI
 Gundersen Lutheran Medical Center, LaCrosse, WI
 Gwinnett Co Senior Services, Lawrenceville, GA
 Hampshire Community Action Commission, Northampton, MA
 Harris Co Area Agency on Aging, Houston, TX
 Harvey Co Dept on Aging, Newton, KS
 Headquarters Marine Corps (MR2), Quantico, VA
 Health & Welfare Council, Greensburg, PA
 Health Association, Rochester, NY
 Health for All, Buffalo, NY
 Healthy Mothers Healthy Babies, Tucker, GA
 Heart of America United Way, Kansas City, MO
 Heart of GA Alamaha Area Agency on Aging, Baxley, GA
 Heart of TX Council of Govts, Waco, TX
 Heart of West MI United Way, Grand Rapids, MI
 Help Hotline Crisis Center Inc, Youngstown, OH
 Help Line Center, Sioux Falls, SD
 Help of Southern NV, Las Vegas, NV
 Helpline Delaware/Morrow Co, Delaware, OH
 Helpmate Information Centre, Richmond Hill, ON
 Hessco Elder Services, Sharon, MA
 Highland Valley Elder Services, Florence, MA
 Hillsborough County Government, Tampa, FL
 HODAC, Inc, Warner Robins, GA
 Homepage of the Virginia Peninsula, Inc, Hampton, VA
 Hoosier Uplands Area XV Agency on Aging, Mitchell, IN
 Hopkins Co Community Action Network, Sulphur Springs, TX
 Horizon Foundation of Howard Co, Columbia, MD
 Housing & United Services, Leonardo, NJ
 Houston-Galveston Area Council, Houston, TX
 Howard Co Office on Aging, Columbia, MD
 HQ USAF/DPDFE, Washington, DC
 Human Services Coalition, Ithaca, NY
 Human Services Council, Vancouver, WA
 Humboldt Child Care Council, Eureka, CA
 Hunterdon Helpline Inc, Flemington, NJ
 I&R of South Central Counties Inc, Huntingdon, PA
 IA State University, Urbandale, IA
 Idaho Dept of Health & Welfare, Boise, ID
 IL Department of Commerce & Economic Opportunity, Springfield, IL
 IL Dept of Aging, Springfield, IL
 Illinois AIRS, Quincy, IL
 Impact Alcohol & Drug Abuse Services, Milwaukee, WI

IN Information & Referral Association, Griffith, IN
 IN State Dept of Health, Indianapolis, IN
 INFO LINE, Akron, OH
 INFO LINE of Los Angeles, San Gabriel, CA
 INFO LINE of San Diego Co, San Diego, CA
 Info Link Orange Co, Irvine, CA
 INFOLINE of Gregg Co, Longview, TX
 Information & Referral Network Inc, Indianapolis, IN
 Information & Referral Services Inc, Tucson, AZ
 Information Ajax-Pickering, Ajax, ON
 Information Center for NM with Disabilities, Albuquerque, NM
 Information Center Inc, The Family Resource Place, Taylor, MI
 Information Centre & Volunteer Bureau, Peterborough, ON
 Information Haldimand-Norfolk, Simcoe, ON
 Information Markham, Markham, ON
 Information Niagara, St Catharines, ON
 Information Orillia, Orillia, ON
 Information Services Vancouver, Vancouver, BC
 Information Windsor, Windsor, ON
 Ingraham, Portland, ME
 InspiriTec, Inc, Wilmington, DE
 Interagency Partnerships, Harrisburg, PA
 Interface Family & Children Services, Irvine, CA
 International Dyslexia Association, Baltimore, MD
 Iowa AIRS, Des Moines, IA
 Iowa Assoc of Area Agencies on Aging, Des Moines, IA
 Jackson Center for Independent Living, Jackson, MI
 Jewish Board of Family & Children's Services, New York, NY
 Jewish Community Services of S FL, Miami, FL
 Jewish Council for the Aging of Greater Washington, Rockville, MD
 Jewish Family Services, Baltimore, MD
 Jewish Information & Referral Service of Greater Washington, Rockville, MD
 Kelowna Community Resources Society, Kelowna, BC
 Kenosha Co Aging & Disability Resource Center, Kenosha, WI
 Kenosha Human Development Services, Kenosha, WI
 Kingston District Community Information Centre, Kingston, ON
 Klicitat Co Senior Services, Goldendale, WA
 Knoxville Knox Co CAC, Knoxville, TN
 Kristin Brooks Hope Center, Purcellville, VA
 KY Assistive Technology Service Network, Louisville, KY
 Lafayette Crisis Center, Lafayette, IN
 Lakeshore Community Services, Belle River, ON
 Lamprey Health Care, Newmarket, NH
 Lea Co Information & Referral, Hobbs, NM
 Learning Disabilities Association of Alberta, Calgary, AB
 Legacy Link, Gainesville, GA
 Lehigh Co Human Services, Allentown, PA
 Lennox, Addington, Frontenac, Leeds & Grenville, Gananoque, ON

Life Crisis Services, St Louis, MO
 LIFE Senior Services, Tulsa, OK
 LifeLine of Central FL, Orlando, FL
 LifeStream Services Inc, Yorktown, IN
 LifeTime Resources, Dillsboro, IN
 Lift Inc, Tupelo, MS
 Lighthouse International, New York, NY
 Lincoln-Lancaster Co Health Department, Lincoln, NE
 Lorain Co Labor Agency Inc, Lorain, OH
 Los Angeles Co Area Agency on Aging, Los Angeles, CA
 Louisiana AIRS, Lafayette, LA
 Lower Chattahoochee Area Agency on Aging, Columbus, GA
 Lower Rio Grande Valley, McAllen, TX
 Lower Savannah Council of Govts/AAA, Aiken, SC
 Manatee Opportunity Council Inc, Bradenton, FL
 Manitoulin-Sudbury Community Care Access Centre, Sudbury, ON
 Martin Luther King Library, Washington, DC
 Martin Luther King Library, Washington, DC
 Maryland I&R Providers Council, Ellicott City, MD
 Masonic Homes Outreach Program, Elizabethtown, PA
 Massachusetts AIRS, Sharon, MA
 Maui Co Office on Aging, Wailuku, HI
 Mecklenburg Co Dept of Social Services, Charlotte, NC
 Mediation Service of NRC, Detroit, MI
 Medina Co District Library, Medina, OH
 Memphis - Shelby Co Public Library & Info Ctr, Memphis, TN
 Mental Health Assoc in Marion Co, Indianapolis, IN
 Mental Health Association in ND, Bismarck, ND
 Mental Health Association in Waukesha Co, Waukesha, WI
 Mental Health Association of Allegheny Co, Pittsburgh, PA
 Mesa County Department of Human Services, Grand Junction, CO
 Metrocrest Service Center, Carrollton, TX
 Metropolitan Area Agency on Aging, St Paul, MN
 Metropolitan Center for Independent Living, St Paul, MN
 Michigan AIRS, Grand Haven, MI
 Mid America Regional Council (MARC), Kansas City, MO
 Mid East Area Agency on Aging, Manchester, MO
 Mid FL Area Agency on Aging, Gainesville, FL
 Middle GA RDC, Macon, GA
 Middle Rio Grande Development Council, Carrizo Springs, TX
 Middletown Area United Way, Middletown, OH
 Mid-MN Development Commission, Willmar, MN
 Midwest I&R Services Alliance, Kansas City, MO
 Mile High United Way, Denver, CO
 Milwaukee Co Dept on Aging, Wauwatosa, WI
 Minnesota AIRS, St Paul, MN
 Missoula Aging Service, Missoula, MT
 MO Division of Senior Services, Jefferson City, MO
 Monroe Co Area Agency on Aging, Stroudsburg, PA
 Mountain AIRS, Fairmont, WV
 Mountain Empire Older Citizens Inc, Big Stone Gap, VA
 Mountain States Group, Boise, ID

2003 Agency Members, continued

- MS Dept of Mental Health, Jackson, MS
 Multiple Sclerosis Foundation, Fort Lauderdale, FL
 Multnomah Co Aging & Disability Services, Portland, OR
 Multnomah Co Health, Portland, OR
 NARCOG, Decatur, AL
 National Association of Area Agencies on Aging, Washington, DC
 National Association of State Units on Aging, Washington, DC
 NC Dept of Health & Human Services, Raleigh, NC
 NE FL Area Agency on Aging, Jacksonville, FL
 NE GA Area Agency on Aging, Athens, GA
 Neighborhood Centers, Houston, TX
 New Mexico State Agency on Aging, Santa Fe, NM
 New York State AIRS, Rochester, NY
 New York State Child Care Coordinating Council, Albany, NY
 Newberry Co Council on Aging, Newberry, SC
 Nexcare Collaborative, Sherman Oaks, CA
 NH Elderly & Adult Services, Concord, NH
 NJ Dept of Human Services, Trenton, NJ
 North CA Council for the Community, San Francisco, CA
 North TX Area United Way, Wichita Falls, TX
 Northern Virginia Regional Commission, Annandale, VA
 Northwest AIRS, Boise, ID
 Northwest Indiana Community Action, Hammond, IN
 Northwest MO Area Agency on Aging, Albany, MO
 NW Area Agency on Aging, Warren, MN
 NW FL Area Agency on Aging Inc, Pensacola, FL
 NW Piedmont Council of Governments, Winston-Salem, NC
 Oakville Public Library, Oakville, ON
 Oconee Volunteer & Info Services, Seneca, SC
 Ohio Council of I&R Providers, Columbus, OH
 Older Kansans I&R Service Association (OKIRSA), Topeka, KS
 Ontario Drug & Alcohol Registry of Treatment, London, ON
 Options RCIL, East Grand Forks, MN
 Orange Co Office on Aging, Santa Ana, CA
 ORCLISH, Columbus, OH
 Oregon Partnership, Portland, OR
 Oshkosh Public Library, Oshkosh, WI
 Ottawa Community Care Access Centre, Ottawa, ON
 PAIRS (Providing Area I&R Services), Prescott Valley, AZ
 Parents Reaching Out, Albuquerque, NM
 PATH Providing Access to Help, Bloomington, IL
 Pathways of Licking Co, Newark, OH
 Peninsula Library System, San Mateo, CA
 Pennsylvania AIRS, Harrisburg, PA
 Perth Co Information Network, Stratford, ON
 Philadelphia Corporation for Aging, Philadelphia, PA
 Piedmont Triad Council of Governments, Greensboro, NC
 Piedmont Triad United Way Services Inc, Greensboro, NC
 Pierce Co Aging & Long Term Care, Lakewood, WA
 Pinal Gila Council for Senior Citizens, Casa Grande, AZ
 Pledge for Life Partnership, Kankakee, IL
 Pocono Healthy Communities Alliance, Stroudsburg, PA
 Prevent Child Abuse NY, Albany, NY
 Prince William Co Dept of Social Services, Woodbridge, VA
 Project Concern Inc, Dubuque, IA
 Public Library Association, Chicago, IL
 QAC Helps, Wye Mills, MD
 Randolph Co Senior Adults Association, Asheboro, NC
 Reachout of St Lawrence Co, Potsdam, NY
 Region 5 Area Agency on Aging, Staples, MN
 Region IV Area Agency on Aging, St Joseph, MI
 Region Nine Area Agency on Aging, Mankato, MN
 Region VII Area Agency on Aging, Bay City, MI
 Regional Action Phone, Batavia, NY
 Regional Municipality of Halton, Oakville, ON
 Resource & Referral Connection, Reed City, MI
 Resource Center, Flint, MI
 Resources for Children with Special Needs, New York, NY
 Resources for Seniors, Raleigh, NC
 RI Dept of Elderly Affairs, Cranston, RI
 Richland Co Job & Family Services, Mansfield, OH
 Rio Grande Council of Governments, El Paso, TX
 Riverside Co Office on Aging, Riverside, CA
 Robeson Co Church & Community Center, Lumberton, NC
 Rock Co Council on Aging, Janesville, WI
 Roseville Public Library, Roseville, CA
 Rowan Information & Referral Inc, Salisbury, NC
 SAFE Haven of Racine, Racine, WI
 Salt Lake Co Aging Services, Salt Lake City, UT
 Salt Lake Co Aging Services, Salt Lake City, UT
 San Antonio Independent Living Services, San Antonio, TX
 San Juan United Way, Farmington, NM
 Santee-Lynches Council of Govt, Sumter, SC
 SC Dept of Health & Human Services, Columbia, SC
 Scarborough Community Care Access Centre, Scarborough, ON
 Scioto Paint Valley Mental Health Center, Chillicothe, OH
 SE ID Council of Governments, Pocatello, ID
 SE TN Area Agency on Aging & Disability, Chattanooga, TN
 Senior Citizens Assoc in Florence Co, Florence, SC
 Senior Resource of West Michigan, Muskego Heights, MI
 Senior Resources, Columbia, SC
 Senior Resources of Guilford, Greensboro, NC
 Senior Services, Seattle, WA
 Senior Services Inc, Kalamazoo, MI
 Senior Services Inc, Winston-Salem, NC
 Senior Services of Central IL, Springfield, IL
 Senior Services of Snohomish Co, Mukilteo, WA
 Senior Spectrum, Augusta, ME
 Seniors First, Auburn, CA
 Seniors Plus, Lewiston, ME
 Seven Counties Services, Louisville, KY
 Social Planning Council of Kitchener-Waterloo, Kitchener, ON
 Social Planning Council of Sudbury, Sudbury, ON
 Somerville Cambridge Elder Services, Somerville, MA
 South AL Regional Planning Comm, Mobile, AL
 South Essex Community Council, Leamington, ON
 South Shore Elder Services Inc, Braintree, MA
 South Simcoe Community Information Centre, Alliston, ON
 South Sound Outreach Services, Tacoma, WA
 Southeastern MN Center for Independent Living (SEM-CIL), Rochester, MN
 Southern Crescent Area Agency on Aging, Franklin, GA
 Special Kids Network, Harrisburg, PA
 Spherix, Inc., Beltsville, MD
 Springwell, Watertown, MA
 St Croix Dept on Aging, Hudson, WI
 St Joseph Co Public Library, South Bend, IN
 St Louis Area Agency on Aging, St. Louis, MO
 St Louis Co, Duluth, MN
 St Louis Public Library, St. Louis, MO
 St Margaret Foundation, Pittsburgh, PA
 Stanislaus Co Dept of Aging and Veterans Services, Modesto, CA
 Stettler Information & Referral Centre, Stettler, AB
 Suicide Prevention Service, Batavia, IL
 Sussex Co Help Line, Hamburg, NJ
 SW 8 Senior Services Inc, Council Bluffs, IA
 SW Area Agency on Aging, Slayton, MN
 SW LA Education & Referral Center Inc, Lafayette, LA
 SW MO Office on Aging, Springfield, MO
 Switchboard of Miami Inc, Miami, FL
 Tennessee AIRS, Knoxville, TN
 Texas AIRS, Austin, TX
 The Brain Injury Association of Minnesota, Minneapolis, MN
 The Center for Information & Crisis Services Inc, Lantana, FL
 The Crisis Center, Bristol, VA
 The Gallatin Council, Bozeman, MT
 The Listening Ear, East Lansing, MI
 The Medical Foundation I & R Services, Boston, MA
 The New York Public Library, New York, NY
 The Planning Council, Norfolk, VA
 The Senior Alliance - Area Agency on Aging 1-C, Wayne, MI
 The Support Network, Edmonton, AB
 Third Level Crisis Intervention Center, Traverse City, MI
 Tilbury Information & Help Centre, Tilbury, ON
 TN Voices for Children, Nashville, TN
 Travelers Aid Society of RI, Providence, RI
 Trempealeau Co Social Services, Whitehall, WI
 Tri City Area United Way, Marinette, WI
 Tri County Mental Health & Counseling Services Inc, Athens, OH
 Tri Valley Elder Services, Webster, MA
 Tri Valley Opportunity Council, Crookston, MN
 Tri Valley Opportunity Council Inc, Crookston, MN
 Triangle United Way 211, Research Triangle Park, NC
 Trident United Way, North Charleston, SC
 TX Dept of Health, Austin, TX
 TX I&R Network, Austin, TX

2003 Agency Members, continued

TX Interagency Co on Early Childhood Intervention, Austin, TX
 Union Organization for Social Service, Pennsauken, NJ
 United Seniors of Athens Co Inc, Athens, OH
 United Way, Kalispell, MT
 United Way & Community Chest, Cincinnati, OH
 United Way Capital Area, Austin, TX
 United Way Central New Mexico, Albuquerque, NM
 United Way Central Stark Co, Canton, OH
 United Way Clark & Champaign Co, Springfield, OH
 United Way Community Services, Detroit, MI
 United Way Fox Cities, Menasha, WI
 United Way Helpline, Norman, OK
 United Way Helpline, Lawton, OK
 United Way of Abilene, Abilene, TX
 United Way of Alachua Co, Gainesville, FL
 United Way of Allegheny Co, Pittsburgh, PA
 United Way of Allen Co, Fort Wayne, IN
 United Way of Amarillo & Canyon, Amarillo, TX
 United Way of America, Alexandria, VA
 United Way of Asheville & Buncombe Co, Asheville, NC
 United Way of Bartholomew Co Inc, Columbus, IN
 United Way of Benton Co, Bentonville, AR
 United Way of Brazoria Co, Angleton, TX
 United Way of Brazos Valley, Bryan, TX
 United Way of Broome Co Inc, Binghamton, NY
 United Way of Central Carolinas, Charlotte, NC
 United Way of Central Florida, Highland City, FL
 United Way of Central LA, Alexandria, LA
 United Way of Central Maryland, Baltimore, MD
 United Way of Central Massachusetts, Worcester, MA
 United Way of Central NY, Syracuse, NY
 United Way of Central UT, Provo, UT
 United Way of Central VA, Lynchburg, VA
 United Way of Chittenden & Windham Co, Burlington, VT
 United Way of Coastal Bend, Corpus Christi, TX
 United Way of Coastal Empire, Savannah, GA
 United Way of Concho Valley, San Angelo, TX
 United Way of Connecticut, Rocky Hill, CT
 United Way of Connecticut/2-1-1 Infolink, Rocky Hill, CT
 United Way of CSRA, Augusta, GA
 United Way of Dane Co, Madison, WI
 United Way of Davis Co, Layton, UT
 United Way of East Central IA, Cedar Rapids, IA
 United Way of Essex & West Hudson, Newark, NJ
 United Way of Greater Attleboro/ Taunton Inc, Attleboro, MA
 United Way of Greater Chattanooga, Chattanooga, TN
 United Way of Greater Dayton, Dayton, OH
 United Way of Greater Mercer Co, Lawrenceville, NJ
 United Way of Greater St Louis, St Louis, MO
 United Way of Greater Toledo, Toledo, OH
 United Way of Greater Williamsburg, Williamsburg, VA
 United Way of Greenville Co, Greenville, SC
 United Way of Habersham Co, Cornelia, GA
 United Way of Howard Co, Kokomo, IN

United Way of Jackson Co, Jackson, MI
 United Way of Johnson Co, Franklin, IN
 United Way of Kitsap Co, Bremerton, WA
 United Way of Lake Co, Mentor, OH
 United Way of Lake Havasu, Lake Havasu City, AZ
 United Way of Lancaster Co, Lancaster, PA
 United Way of Lapeer Co, Lapeer, MI
 United Way of Lee Co Inc, Fort Myers, FL
 United Way of Lincoln Lancaster Co, Lincoln, NE
 United Way of Long Island, Deer Park, NY
 United Way of Marathon County, Wausau, WI
 United Way of Marion Co, Ocala, FL
 United Way of Marshall Co, Guntersville, AL
 United Way of Merrimack Valley, Ward Hill, MA
 United Way of Metro Tarrant Co, Fort Worth, TX
 United Way of Metropolitan Atlanta, Atlanta, GA
 United Way of Mid Coast Maine, Bath, ME
 United Way of Midland Co, Midland, MI
 United Way of Midlands, Omaha, NE
 United Way of Midlands, Columbia, SC
 United Way of Monmouth Co, Farmingdale, NJ
 United Way of Monroe Co, Monroe, MI
 United Way of Natrona Co, Casper, WY
 United Way of NC, Raleigh, NC
 United Way of North Rock Co, Janesville, WI
 United Way of Northeast Florida, Jacksonville, FL
 United Way of Northwest Florida, Panama City, FL
 United Way of Oshawa Whitby Clarington, Oshawa, ON
 United Way of Pasco Co, Port Richey, FL
 United Way of Pennsylvania, Harrisburg, PA
 United Way of Pierce Co, Tacoma, WA
 United Way of Pioneer Valley, Springfield, MA
 United Way of Portage Co, Ravenna, OH
 United Way of Puerto Rico, San Juan, PR
 United Way of Rutherford Co, Murfreesboro, TN
 United Way of Saginaw Co, Saginaw, MI
 United Way of San Antonio & Bexar Co, San Antonio, TX
 United Way of Sarasota Co, Sarasota, FL
 United Way of South Wood Co & Marshfield Area UW, Wisconsin Rapids, WI
 United Way of Southeastern PA, Philadelphia, PA
 United Way of Southwest Michigan, Benton Harbor, MI
 United Way of Southwestern Indiana, Evansville, IN
 United Way of SW GA, Albany, GA
 United Way of the Bluegrass, Lexington, KY
 United Way of the Greater Utica Area, Utica, NY
 United Way of the Plains, Wichita, KS
 United Way of the Quad Cities Area, Davenport, IA
 United Way of Tri Counties, Framingham, MA
 United Way of Tulare Co, Tulare, CA
 United Way of TX Gulf Coast, Houston, TX
 United Way of Tyler Smith Co, Tyler, TX
 United Way of Upper Ohio Valley, Wheeling, WV
 United Way of Weld Co, Greeley, CO
 United Way of West Central MS, Vicksburg, MS
 United Way of Westchester & Putnam, White Plains, NY

United Way of York Co, York, PA
 United Way Services, Cleveland, OH
 United Way Services, Richmond, VA
 United Way/Lifebridge, Charleston, WV
 United Way's Infolink, ,
 University of MO - OSEDA, Columbia, MO
 University of OK Health Sciences Center, Oklahoma City, OK
 Upper Cumberland Development Dist, Cookeville, TN
 Upper MN Valley Area Agency on Aging, Appleton, MN
 Utah AIRS, Layton, UT
 Vanderbilt Children's Hospital, Nashville, TN
 Ventura Co Area Agency on Aging, Ventura, CA
 Vermont AIRS, Brattleboro, VT
 VIA LINK, Inc., New Orleans, LA
 Vigo Co Lifeline, Terre Haute, IN
 Vintage, Pittsburgh, PA
 Virginia AIRS, Richmond, VA
 VISIONS, New York, NY
 Voluntary Action Center, Columbia, MO
 Voluntary Action Center, Scranton, PA
 Volunteer & Information Quinte, Belleville, ON
 Volunteer & Information Center Inc, Montgomery, AL
 Volunteer Action Center, Parkersburg, WV
 Volunteer Center of Battle Creek, Battle Creek, MI
 Volunteer Center of Riverside Co, Riverside, CA
 Volunteer Center of Sonoma Co, Santa Rosa, CA
 Volunteer Center SW LA, Lake Charles, LA
 Volunteer Centre of Winnipeg Inc, Winnipeg, MB
 Volunteers of America, Sacramento, CA
 Volunteers of America Western Washington, Everett, WA
 Waisman Resource Center, Madison, WI
 Warren Co Community Services Inc, Lebanon, OH
 Waukesha Co Dept of Senior Services, Waukesha, WI
 Wayandotte/Leavenworth Area Agency on Aging, Kansas City, KS
 Wayne Co Human Services, Honesdale, PA
 West AL Regional Commission, Northport, AL
 West Virginia Assistive Technology System, Morgantown, WV
 West Virginia University Center on Aging, Morgantown, WV
 Western MT Area VI Agency on Aging, Polson, MT
 WestMass ElderCare, Holyoke, MA
 White Bird Clinic, Eugene, OR
 WI Dept of Health & Family Services, Madison, WI
 Williamson Co & Cities Health Dist, Georgetown, TX
 Wisconsin AIRS, Madison, WI
 Woman's Foundation Inc, Lafayette, LA
 Woodland Senior Center, Woodland, CA
 Wyoming Help Line, Garland, WY
 YMCA Newcomer Information Centre, Toronto, ON
 York Co Council on Aging, Rock Hill, SC
 Zeiders Enterprises, Woodbridge, VA

Finances

Alliance of Information and Referral Systems Statement of Activities and Functional Expenses for the year ended December 31, 2003.

Ordinary Income/Expense	Accrual Basis: Jan - Dec 03
Income	
4120 Accreditation	13,500 00
4140 Certification	55,051 00
Total 4180 Membership Dues	275,169 83
Total 4200 Publications Income	23,769 05
Total 4300 T-shirt & Pins Income	1,030 00
Total 4400 Conference Income	280,384 73
Total 4500 Foundations	478,292 52
Total 4550 211 Income	1,500 00
Total 4600 Friends of AIRS Income	8,237 48
4650 Interest Income	255 15
4700 Training Income	4,921 00
Total 4750 Investment Income	1,138 81
Total 4999 Miscellaneous Income	849 59
Total Income	1,144,099.16
Expense	
6100 Administration	
6107 Accounting	26,296 79
6110 Salaries	161,623 12
Total 6112 Employee Taxes & Benefits	51,476 09
Total 6120 Bank/Credit Card Expense	6,742 32
Total 6125 Business & Sales Tax/License	176 36
6130 Dues and Subscriptions	2,322 17
Total 6135 Equipment Fund	1,153 72
6136 Depreciation Expense	6,429 00
6137 Amortization Expense	199 00
Total 6140 Insurance	6,976 55
Total 6145 Maintenance/Repairs	1,518 89
6150 Office Supplies	5,444 00
Total 6155 Postage and Delivery	7,521 27
Total 6160 Printing and Reproduction	4,984 23
6165 Rent/Utilities	16,902 50
6175 Telephone	24,749 01
6176 Online Service	994 63
Total 6180 Travel	19,600 25
6182 Meals	4,165 87
Total 6195 Contracted Svc/Prof Fees	13,172 45
Total 6200 BOD Expenses	1,138 98
Total 6300 211 Expenses	1,634 19
Total 6400 Membership Expense	180 46
Total 6500 Certification Expense	12,231 75
Total 6600 Conference Expense	174,303 36
Total 6700 Training Expense	837 63
Total 6750 Meeting Expense	10,606 31
Total 6755 Accreditation Expense	14,552 15
Total 6800 Publication Expense	43,091 27
Total 6845 Standards	1,000 00
6850 Refund	1,429 50
6900 T-shirts	271 47
6940 Friends of AIRS Expense	415 00
6950 Web Page	26,840 58
Total 6999 Miscellaneous	422 81
Total 7000 Foundation Expense	482,500 58
Total Expense	1,133,904.26
Net Ordinary Income	10,194.90
Net Income	10,194.90

**All depreciation, interest and adjustments for deferral of income and accrual of expenses have been made and are reflected in this unaudited financial report*

AIRS Annual Membership Meeting

June 3, 2003 • Cleveland, Ohio

President Randy Nicklaus called this meeting to order at 12 20 p m

- I The first order of business was approval of the 2002 AIRS Annual Report and Minutes of the 2002 Annual Membership Meeting (Doug Frank moved, Peter Hebertson second).
- II The AIRS Financial Report was approved (Beth Pline moved, Sharon Doner second)
- III President Nicklaus then introduced the AIRS staff Lori Warrens, Executive Director, Dan Williams, National 2-1-1 Director, Charlene Hipes, Special Projects Director and Duane Gimbel, Office Manager, as well as the new Training Manager, Sara Hamilton.

President Nicklaus also introduced and thanked Dick Manikowski, AIRS Journal Editor President Nicklaus thanked our 2-1-1 partners and Inform Canada for all their hard work in rolling out 2-1-1 nationally and in Canada He also thanked our affiliate members

Highlights of successful projects with our key partners included

- Development of a National 2-1-1 Business Plan
- Ongoing education of our respective memberships about 2-1-1 systems
- Creating positive national relationships and models for collaboration that can be replicated at the state and local levels

President Nicklaus thanked the AIRS Affiliate Council for their hard work and applauded the leadership of the Co-Chairs,

Karen Hyatt-Smith and Kathy O'Connor

President Nicklaus also highlighted accomplishments of the AIRS Board Committees and staff

- The AIRS Standards were enhanced and revised
- The Taxonomy of Human Services was updated and made available through a subscription process with additional web-based enhancements planned for later this year
- New Certification Exams were added and both the Certification and Accreditation programs were updated to reflect the newest standards
- The Technology Committee finalized the AIRS Data Transfer Protocol
- The Marketing Committee and the Executive Director implemented many enhancements and changes to professionalize and brand the AIRS products and marketing materials

IV Lori Warrens presented highlights from the 2002 Annual Report

V. The new Board members were recognized Linda Daily from New York, Marianne Galleon from California and Sandy Hardin from Alabama

The reelected Board members were recognized Sharon Doner from Washington DC, Peter Hebertson from Utah, Caty Jirik from Minnesota and Theresa Lambert from Washington DC and representing NASUA

The new slate of Board Officers was presented

- President Judy Windler of Texas
- Vice-President Caty Jirik of Minnesota
- Treasurer Peter Bishop of Florida
- Secretary Rita Weatherholt of Arizona

President Nicklaus introduced the ongoing Board members

Outgoing Board members were thanked Sara Matta (1995 – 2003) served as the Training Committee Chair and as a member of the 2-1-1 Council

VI Sharon Doner presented the scholarship awards

VII Judy Windler and Lori Warrens passed out Accreditation certificates and congratulated the following on becoming accredited

- Community Council of Rio Grande Valley McAllen, Texas
- Community Council of Greater Dallas Dallas, Texas
- United Way's First Call, Fort Worth, Texas
- FIRST, White Plains, New York
- Dial 211, Largo, Florida
- HelpLine, Delaware, Ohio
- First Call for Help, Omaha, Nebraska
- 2-1-1 Big Bend, Tallahassee, Florida

President Nicklaus adjourned the official meeting at 1:30 p.m.

Respectfully Submitted,
Caty Jirik, Secretary

Appendix B

TNAIRS Fiscal year Aug 2003 - July 2004	
Income	
UWT startup grant	\$ 2,743 00
Dues	\$ 900 00
Interest	\$ 0 66
Total	\$ 3,643 66
Expenses	
Website	\$ 476 95
Incorporation	\$ 120 00
Travel (Atlanta 211)	\$ 400.00
AIRS affiliate dues	\$ 100 00
Total	\$ 1,096.95
Net Income	\$ 2,546.71

Balance Sheet	
Assets	0
Liabilities	0

TNAIRS Board of Directors -- 2004-2005

Name	Organization	Address	City, Zip	Email	Telephone
Tina Benson	Crisis Center	PO Box 40752	Nashville 37204	tina@crisisctr.org	615-298-3359
Diane Collins	First Call for Help/UW of Chattanooga	630 Market Street	Chattanooga 37405	dscollins@cnpchatt.org	423-752-0357
Doug Fluegel	United Way of Metro Nashville	250 Venture Circle	Nashville 37228	doug.fluegel@unitedwaynashville.org	615-780-2430
Cheryl Hultman	First Call for Help	836 Commercial Court	Murfreesboro 37129	hultmanc@xspedius.net	615-907-1114
Audrey May	LINC/MSCP LIC	3030 Poplar Avenue	Memphis 38111	maya@memphis.lib.tn.us	901-415-2718
Dwight MacPherson	Contact Ministries	PO Box 1403	Johnson City 37605	contactministriesstaff@yahoo.com jccall@xtn.net	423-926-0140
Ron Reid	LINC/MSCP LIC	3030 Poplar Avenue	Memphis 38111	reidr@memphis.lib.tn.us	901-415-2716
Jane Schlee	East TN I & R (2-1-1)	PO Box 33002	Knoxville 37930	jschlee@211easttn.org	865-938-6214
Lynn Sorrell	CONTACT-CONCERN of NE TN	PO Box 3336	Kingsport 37664	contactconcern@chartertn.net	423-246-2273
Laura Truelove	The Family Center	PO Box 576	Columbia 38402	laura@family-center.net	931-388-3840

Current officers:

President: Ron Reid
Vice President: Jane Schlee
Treasurer: Doug Fluegel
Secretary: Audrey May

Appendix C



The Alliance of Information & Referral Systems 2004 Affiliate Agreement

AIRS MISSION

To advance the capacity of Information and Referral organizations to better serve their communities

PURPOSE

The purpose of this agreement is to broadly define the relationship between The Alliance of Information and Referral Systems (AIRS) and AIRS Affiliate organizations. The agreement generally defines AIRS Affiliate purpose, services, organization and governance. This Memorandum of Understanding (MOU) will serve as an interim agreement until such time that the AIRS Affiliate Council fully develops Affiliate membership requirements, rights and responsibilities. This Agreement may be revised as needed

PARTIES

The Alliance of Information & Referral Systems (AIRS) is a membership organization dedicated to improving access to health and human services via the mechanism of comprehensive and specialized information and referral services. AIRS provides national leadership and support to build the capacity of local affiliates and their members.

AIRS Affiliates are statewide (or District of Columbia) membership organizations representing comprehensive and specialized information and referral providers within a defined geographic area. Multi-state affiliates (also membership organizations representing comprehensive and specialized information and referral providers within a defined geographic area) will be recognized only when there is not a statewide organization to facilitate the work of AIRS. In addition, there will be only one recognized organization per state (or District of Columbia).

Affiliates shape, inform and carry out AIRS mission at the local level in order to support and build excellence in the profession of I&R/A.

AFFILIATE DESCRIPTION

Organization: Affiliate organizations agree to meet the following organization requirements. Affiliates that do not meet these requirements will develop a work plan that ensures all requirements are met.

- 501 [c] (3 or 4 or 5 or 6)
- Inclusive membership that is representative of geography, services and talents.
- A democratically elected and active Board of Directors that represents the diversity of its membership.
- Financial policies and practices that support the financial obligations related to active participation.
- A resource development plan that meets the goals of the Affiliate membership.
- The Affiliate name will incorporate the geographic area served and will contain the word "AIRS." Where possible, the state or region should be listed first (i.e. Arizona AIRS).

Governance: Affiliates will develop and adopt organizational bylaws consistent with the AIRS bylaws. The bylaws will address, at a minimum, each of the organization requirements described above.

Relationship: The relationship between AIRS and the Affiliates will continue to be defined and developed mutually through the AIRS Affiliate Council and AIRS Board of Directors. The council will

Alliance of Information & Referral Systems

ensure that the relationship is non-competitive with mutually beneficial roles and responsibilities. Affiliates will provide a representative to the council and agree to actively support the work of the council

RESPONSIBILITIES

Together we will develop guidelines, policies and standards for the field.

- AIRS will provide affordable and high quality certification and accreditation resources and services.
- Affiliates will provide certification and standards implementation assistance and actively encourage member accreditation

Together we will create, communicate and implement a national public policy agenda that addresses resource issues in the field.

- AIRS will coordinate the national public policy agenda
- Affiliates will implement public policy strategies at the local level and coordinate outreach efforts with local service providers and government agencies.

Together we will ensure sufficient resources at the affiliate and national levels.

- AIRS will coordinate a national resource development plan including foundation and federal funding requests.
- Affiliates will identify and actively participate in opportunities to raise resources, not limited to funding, at the local and state level.

Together we will implement a consistent 2-1-1 service in all communities.

- AIRS will create and implement a national 2-1-1 business plan and provide access to technical assistance.
- Affiliates will support and create or participate in local/regional/state 2-1-1 planning and serve as a conduit for 2-1-1 technical assistance and other specialized consultation services.

Together we will ensure high quality training materials are available to the field.

- AIRS will provide high quality I&R/A training products and services.
- Affiliates will identify and coordinate affordable training opportunities and professional development opportunities at the local level and actively promote national products/services.

Together we will provide members with relevant and timely information.

- AIRS will provide and maintain a national information and communication network.
- Affiliates will provide and support information sharing and communication network at the state and local level (e.g newsletters, website, listserv).
- Affiliates will endeavor to keep AIRS informed of activities at the state and local level.

Together we will support the development of the Affiliate Council.

- AIRS will provide leadership in building the local affiliates.
- Affiliates will actively participate in Affiliate Council activities.
- Affiliates will use the AIRS logo on all promotional materials, following the AIRS Logo Style Guide

Together we will work to build national partnerships.

- AIRS will ensure that within 48-hours (two business days) of becoming aware of a partnership opportunity, that the co-chairs of the Affiliate Council will be informed.
- Affiliate co-chairs will ensure that within 48-hours (two business days) that each affiliate is notified of the opportunity.

- Affiliates will ensure that their membership is made aware of the opportunity and ask each member to inform AIRS, copying their respective affiliate, within 72-hours (three business days) of their interest in participating or not.

Terms: This agreement will be in effect from January 1, 2004 through December 31, 2004. The agreement will be renewed annually with the renewal of Affiliate membership dues, payable each year by January 31. Either party may terminate the agreement with 60 days' notice and according to procedures to be developed by the Affiliate Council.

Affiliate President

Date

AIRS President

Date

MOU Check List

In addition to the Affiliate Agreement, the Affiliate organization needs to submit the following attachments. If these documents are not available, please identify the status of their creation.

1. Proof of 501 (c) (3 or 4 or 5 or 6)

- ☐ Attached
- ☐ In Process, Anticipated Completion Date _____
- ☐ Not Yet Started
- ☐ Require Assistance from AIRS

2. A listing of all members, including their city and type of I&R service.

- ☐ Attached
- ☐ In Process, Anticipated Completion Date _____
- ☐ Not Yet Started
- ☐ Require Assistance from AIRS

3. A listing of the officers of the organization and a description of the election process.

- ☐ Attached
- ☐ In Process, Anticipated Completion Date _____
- ☐ Not Yet Started
- ☐ Require Assistance from AIRS

4. A copy of the organization's bylaws.

- ☐ Attached
- ☐ In Process, Anticipated Completion Date _____
- ☐ Not Yet Started
- ☐ Require Assistance from AIRS

5. A copy of financial policies and procedures and a current budget.

- ☐ Attached
- ☐ In Process, Anticipated Completion Date _____
- ☐ Not Yet Started
- ☐ Require Assistance from AIRS

6. Current Goals and Objectives, which should include those for resource development.

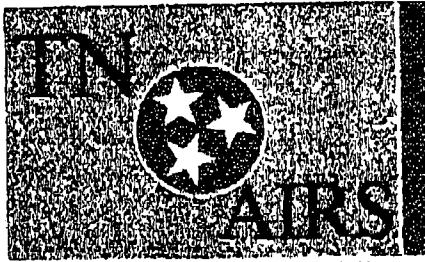
- ☐ Attached
- ☐ In Process, Anticipated Completion Date _____
- ☐ Not Yet Started
- ☐ Require Assistance from AIRS

7. Check Enclosed Yes No

8. MOU Attached Yes No

9. Payment Included Yes No

Appendix D

211 Kingsport
①

Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Contact-Concern of NE TN, Inc.

Primary Member D. Lynn Sorrell

Second Member (For Agency Memberships Only) Karen M. Tipton

E-Mail(s) contactconcern@chartertn.net; kmultipton@charter.net; dyfink@charter.net

Address P. O. Box 3336, Kingsport, TN 37664

Phone 423 246 2273

Fax 423.247.7761

Agency Web Site Address www.contactconcern.org

Check all that apply

- ☒ 211
☒ Comprehensive I & R
☒ Cnsis Hotline
☐ Specialized I & R (Service Type _____)
☒ Other (specify). Daily reassurance calls to seniors, answering service for other non-profits

Please make check payable to: TNAIRS

Mail Form, Check and Your Organization's Brochure to:

TNAIRS

PO Box 33002

Knoxville, TN 37930-3002

For Additional Information Contact:

**Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
tnairs@211tn.org**



✓ 211 Johnson City

Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name CONTACT Ministries, Inc

Primary Member: Dwight M. MacPherson

Second Member (For Agency Memberships Only) Becki Persinger

E-Mail(s): dwight@contactministries.com, or becki@contactministries.com

Address: P.O. Box 1403, Johnson City, TN 37605

Phone: (423) 926-0140 (office)

Fax: (423) 926-0145

Agency Web Site Address: www.contactministries.org

Check all that apply

- ☒ 211 *not active*
☒ Comprehensive I & R
☒ Crisis Hotline
☐ Specialized I & R (Service Type: _____)
☒ Other (specify): Reassurance calls to the elderly and disabled

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:
TNAIRS
PO Box 33002
Knoxville, TN 37930-3002

For Additional Information Contact:
Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
tnairs@211tn.org

ck #3154
4-7-04
hp



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name ⁽²⁻¹¹⁾ East TN Information & Referral, Inc

Primary Member Jane Schlee

Second Member (For Agency Memberships Only) Sharon Coonrod

E-Mail(s) jschlee@211easttn.org

Address P.O. Box 33002, Knoxville, TN 37930

Phone 865-938-6214

Fax

Agency Web Site Address www.211easttn.org

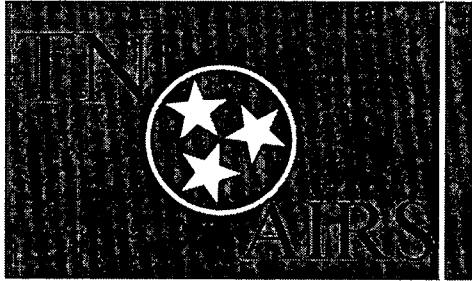
Check all that apply

- ☒ 211
☒ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type. _____)
☐ Other (specify)

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:
 TNAIRS
 PO Box 33002
 Knoxville, TN 37930-3002

For Additional Information Contact:
 Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
 tnairs@211tn.org

211 Chattanooga



Membership Application

Membership Fees

- ☒ \$50 Agency (agency members receive two votes at the annual conference. no proxies)
☐ \$25 Individual (note: individual members cannot vote at the annual conference)

Agency Name United Way of Greater Chattanooga's First Call for Help

Primary Member Diane Collins

Second Member (For Agency Memberships Only) Timothy Chavis

E-Mail(s) dscollins@cnpchatt.org

Address P O Box 4070
Chattanooga, TN 37405

Phone (423) 265-8000

Fax (423) 752-0354

Agency Web Site Address www.cnpchatt.org

Type of I&R Agency/Organization - Check all that apply

- ☒ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type _____)
☐ Other (specify) _____

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:
TNAIRS
PO Box 40752
Nashville, TN 37204

For Additional Information Contact:
Audrey May, (901) 415 – 2718; Jane Schlee, (865) 938 – 6214
tnairs@211tn.org

211 Cookeville



Membership Application

Membership Fees

- ☐ \$50 Agency (agency members receive two votes at the annual conference; no proxies)
☐ \$25 Individual (note: individual members cannot vote at the annual conference)

Agency Name United Way of Putnam County

Primary Member Melinda Jones, Executive Director

Second Member (For Agency Memberships Only) Bobby Robbins, Board Chairman

E-Mail(s) melinda@unitedwayputnam.org

Address 18 N. Madison Ave., Suite 100, Cookeville TN 38501

Phone 931-526-2723

Fax 931-528-4265

Agency Web Site Address N/A

Type of I&R Agency/Organization - Check all that apply

- ☒ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☒ Specialized I & R (Service Type: First Call with local number)
☐ Other (specify): _____

Please make check payable to: TNAIRS

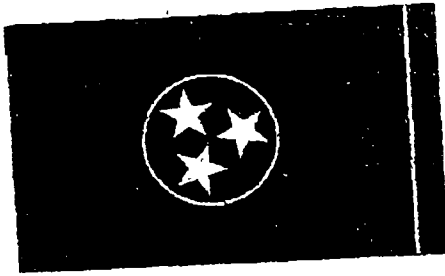
Mail Form, Check and Your Organization's Brochure to:
 TNAIRS

PO Box 40752
 Nashville, TN 37204

For Additional Information Contact:

Audrey May, (601) 415-2718; Jane Schlee, (865) 938-6214
tnairs@211tn.org

211 Tullahoma



Membership Application

Membership Fees

- ☒ \$50 Agency (agency members receive two votes at the annual conference. no proxies)
☐ \$25 Individual (note. individual members cannot vote at the annual conference)

Agency Name - Contactline of the Highland Rim, Inc. _____

Primary Member- Jason Fisher _____

Second Member (For Agency Memberships Only) Sharon Johnson _____

E-Mail(s) contactlifeline@midtnn.net _____

Address P O Box 1614 _____

Phone 931-422-7150 _____

Fax 931-455-3440 _____

Agency Web Site Address www.contactlifeline.com _____

Type of I&R Agency/Organization - Check all that apply

- ☐ 211
☒ Comprehensive I & R
☒ Crisis Hotline
☐ Specialized I & R (Service Type _____)
☐ Other (specify) _____

Please make check payable to: TNAIRSMail Form, Check and Your Organization's Brochure to:

TNAIRS

PO Box 40752

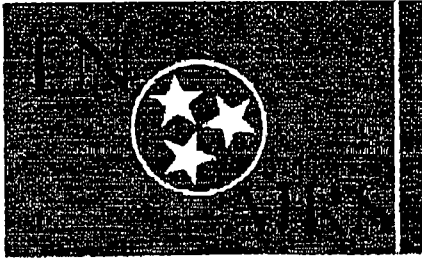
Nashville, TN 37204

For Additional Information Contact:

Audrey May, (901) 415 - 2718, Jane Schlee, (865) 938 - 6214

tnairs@211tn.org

211 Murfreesboro



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

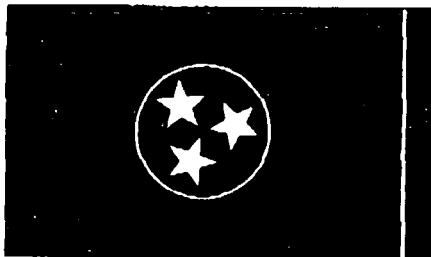
Agency Name First Call For Help
 Primary Member Cheryl Hultman
 Second Member (For Agency Memberships Only) Ruth Ventrice
 E Mail(s) hultman@xpedius.net, ventrice@xpedius.net
 Address 836 Commercial Ct, Murfreesboro, TN 37129
 Phone 615 907-1114
 Fax 615 844-5909
 Agency Web Site Address www.firstcallforhelponline.org

Check all that apply

- ☒ 211
☒ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type. ___)
☐ Other (specify) ..

Please make check payable to: TNAIRS
 Mail Form, Check and Your Organization's Brochure to:
 TNAIRS
 PO Box 33002
 Knoxville, TN 37930-3002

For Additional Information Contact:
 Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax



211 Clarksville

Membership Application

Membership Fees

\$50 Agency (agency members receive two votes at the annual conference: no proxies)

\$25 Individual (note individual members cannot vote at the annual conference)

Agency Name Clarksville Crisis Center
Clarksville Mont. Co. Crisis Intervention Center, Inc.

Primary Member TERRIE WILLIAMS

Second Member (For Agency Memberships Only) _____

E-Mail(s) INACRISIS@PEOPLEPC.COM

Address P.O. Box 212 Clarksville, TN 37041

Phone 931-648-1000 - 931-552-1270 (4636)

Fax 931-647-8099

Agency Web Site Address NONE yet

Type of I&R Agency/Organization - Check all that apply

211 _____

Comprehensive I & R ☒

Crisis Hotline ☒

Specialized I & R (Service Type _____)

Other (specify): ☒

School Safety Hotline - (for all Montgomery County Schools)

Please make check payable to: TNAIRS

Mail Form, Check and Your Organization's Brochure to:

TNAIRS

PO Box 40752

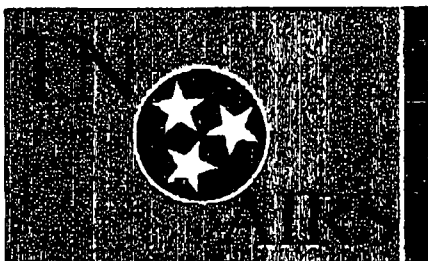
Nashville, TN 37204

For Additional Information Contact:

Audrey May, (901) 415 - 2718, Jane Schlee, (865) 938 - 6214

tnairs@211tn.org

211 Nashville



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Crisis Center, IncPrimary Member Melissa WattsSecond Member (For Agency Memberships Only) Tina BensonE-Mail(s) tina@crisisctr.org melissa@crisisctr.orgAddress P.O. Box 40752 Nashville 37204Phone 615 298-3359Fax 615-383-9714Agency Web Site Address crisisctr.orgCheck all that apply

- ☒ 211 - may 11
☐ Comprehensive I & R
☒ Crisis Hotline
☐ Specialized I & R (Service Type. _____)
☐ Other (specify): _____

Please make check payable to: TNAIRSMail Form, Check and Your Organization's Brochure to:

TNAIRS

PO Box 33002

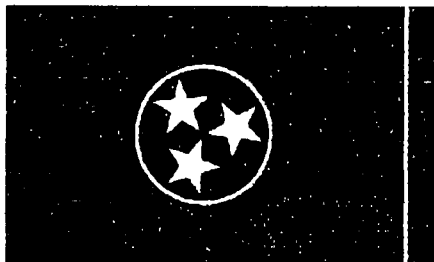
Knoxville, TN 37930-3002

For Additional Information Contact:

Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax

tnairs@211tn.org

211 Nashville



Membership Application

Membership Fees

- ☒ \$50 Agency
☒ \$25 Individual

Agency Name United Way of Metropolitan Nashville

Primary Member Doug Fluegel, *phil dor*

Second Member (For Agency Memberships Only) _____

E-Mail(s) doug.fluegel@unitedwaynashville.org

Address 250 Venture Circle, Nashville, TN, 37228

Phone 615-780-2430

Fax 615-780-2478

Agency Web Site Address www.211tn.org

Check all that apply

- ☒ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type: _____)
☐ Other (specify) _____

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:

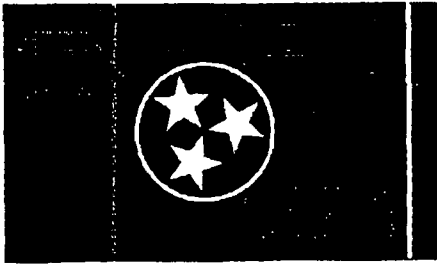
TNAIRS
 PO Box 33002
 Knoxville, TN 37930-3002

For Additional Information Contact:
 Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
 tnairs@211tn.org

FAX TO: DOUG FLUEGEL 615-780-2478

FROM: BARRY MATTHEWS

11/29/04 1 PAGE



211 Jackson

Membership Application

Membership Fees☒ \$50 Agency (agency members receive two votes at the annual conference: no proxies)☐ \$25 Individual (note, individual members cannot vote at the annual conference)Agency Name United Way of West TennesseePrimary Member Barry Matthews, President/CEO

Second Member (For Agency Memberships Only) _____

E-Mail(s) give@unitedway tn orgAddress 1341 North Highland Avenue, Jackson TN 38301Phone 731-422-1816Fax 731-422-1872Agency Web Site Address www.unitedway tn orgType of I&R Agency/Organization - Check all that apply

- ☐ 211
☒ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type. _____)
☐ Other (specify). _____

Please make check payable to: TNAIRSMail Form, Check and Your Organization's Brochure to:

TNAIRS

PO Box 40752

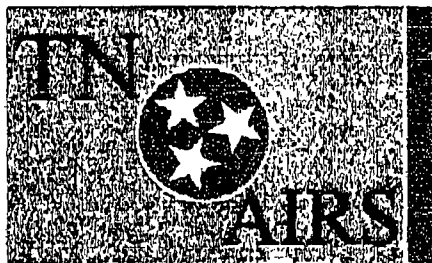
Nashville, TN 37204

For Additional Information Contact:

Audrey May, (901) 415 - 2718, Jane Schlee, (865) 938 - 6214

tnairs@211tn.org

211 Memphis



Membership Application

Membership Fees

- ☒ \$50 Agency (agency members receive two votes at the annual conference; no proxies)
☐ \$25 Individual (note, individual members cannot vote at the annual conference)

Agency Name *LINE/MSCPLC*

Primary Member *Ron Reid*

Second Member (For Agency Memberships Only) *Audrey May*

E-Mail(s) *reidr@memphis.lib.tn.us*

Address *mayam@memphis.lib.tn.us*
3030 Poplar Avenue

Phone *Memphis, TN 38111*
901-415-2718

Fax

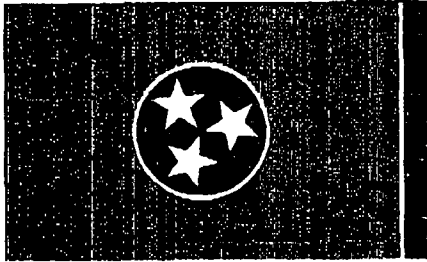
Agency Web Site Address

Type of I&R Agency/Organization - Check all that apply

- ☐ 211
☒ Comprehensive I & R - *will be 2-1-1*
☐ Crisis Hotline
☐ Specialized I & R (Service Type _____)
☐ Other (specify):

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:
TNAIRS
PO Box 40752
Nashville, TN 37204

For Additional Information Contact:
Audrey May, (901) 415 - 2718; Jane Schlee, (865) 938 - 6214
tnairs@211tn.org



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Grace House of Memphis

Primary Member Diane White

Second Member (For Agency Memberships Only) Sharon Trammell

E-Mail(s) dianew@gracehouse@aol.com

Address 329 N. Bellevue, Memphis, TN 38105

Phone 901-722-8460

Fax 901 722-9023

Agency Web Site Address gracehouse.org

Check all that apply

- ☐ 211
☒ Comprehensive I & R
☒ Crisis Hotline
☒ Specialized I & R (Service Type _____)
☐ Other (specify) _____

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:

TNAIRS
 PO Box 33002
 Knoxville, TN 37930-3002

For Additional Information Contact:

Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
 tnairs@211tn.org



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Methodist Hospice

Primary Member Renee Dillard

Second Member (For Agency Memberships Only) Nancy Elizabeth Jones

E-Mail(s) dillardr@methodisthealth.org
joneemar@methodisthealth.org

Address 6423 Shelby View Drive Suite 103
Memphis, TN 38134

Phone (901) 330-3169

Fax (901) 330-3170

Agency Web Site Address _____

Check all that apply

- ☐ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☒ Specialized I & R (Service Type Hospice & Bereavement)
☐ Other (specify) _____

Please make check payable to: TNAIRS

Mail Form, Check and Your Organization's Brochure to:

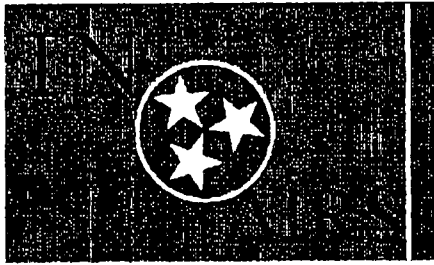
TNAIRS

PO Box 33002

Knoxville, TN 37930-3002

For Additional Information Contact:

**Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
 tnairs@211tn.org**



Membership

Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Area Agency on Aging and Disability, GNRC

Primary Member Diane Schlaufman

Second Member (For Agency Memberships Only) Melissa Fortson

E-Mail(s) dschlaufman@gnrc.org / mfortson@gnrc.org

Address 501 Union Street 6th Floor, Nashville, TN 37219-1705

Phone 615-862-8828

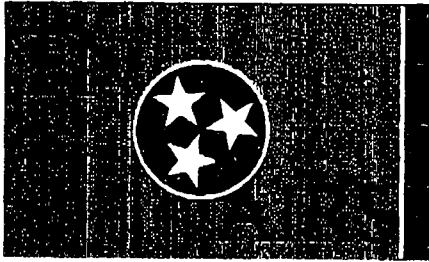
Fax 615-~~880-380~~ 862-8840

Agency Web Site Address www.gnrcaad.org

Check all that apply

- ☐ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☒ Specialized I & R (Service Type: Aging)
☐ Other (specify): _____

Please make check payable to: **TNAIRS**
 Mail Form, Check and Your Organization's Brochure to:
TNAIRS



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Prevent Child Abuse Tennessee
 Primary Member Carla Surgrass
 Second Member (For Agency Memberships Only) Kristen Rector
 E-Mail(s) c.surgrass@earthlink.net
 Address 1120 Glendole Lane, Nash 37204
 Phone 615-383-0994
 Fax 615-383-6089
 Agency Web Site Address www.pcat.org

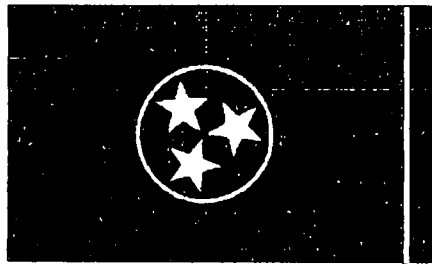
Check all that apply

- ☐ 211
☒ Comprehensive I & R
☒ Crisis Hotline
☒ Specialized I & R (Service Type: OV, Parent Helpline)
☐ Other (specify) _____

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:

TNAIRS
 PO Box 33002
 Knoxville, TN 37930-3002

For Additional Information Contact:
 Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
 tnairs@211tn.org



Membership Application

Membership Fees

- ☒ \$50 Agency (agency members receive two votes at the annual conference no proxies)
☐ \$25 Individual (note, individual members cannot vote at the annual conference)

Agency Name United Ways of Tennessee

Primary Member Julie Denning

Second Member (For Agency Memberships Only) Mark Desmond

E-Mail(s) jdenninguwn@bellsouth.net mark.desmond@uwnashville.org

Address 103 Hazel Path Court, Ste 5, Hendersonville, TN 37075

Phone 615-264-8986

Fax 615-826-2933

Agency Web Site Address www.uwn.org

Type of I&R Agency/Organization - Check all that apply

- ☐ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type)
☒ Other (specify) Membership Services Organization

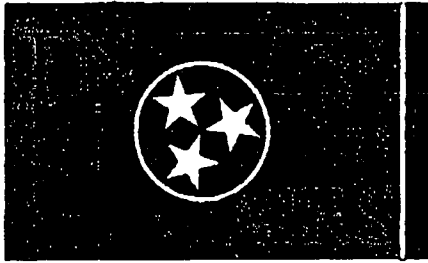
Please make check payable to: TNAIRS

Mail Form, Check and Your Organization's Brochure to:

TNAIRS
PO Box 40752
Nashville, TN 37204

For Additional Information Contact.

Audrey May, (901) 415 - 2718, Jane Schlee, (865) 938 - 6214
tnairs@211tn.org



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Knoxville-Knox County Community Action Committee Office on Aging
Senior Citizens Information & Referral Service

Primary Member Barbara H. Monty

Second Member (For Agency Memberships Only) .

E-Mail(s) bmonty@knxcac.org

Address P.O. Box 51650, Knoxville, TN 37950-1650

Phone (865) 524-2786

Fax (865) 546-0832

Agency Web Site Address www.kornet.org/senior

Check all that apply

- ☐ 211
☒ Comprehensive I & R
☐ Crisis Hotline
☒ Specialized I & R (Service Type: Senior Services)
☐ Other (specify) _____

APPROVED

IR4212-712 \$50.00

YB P. H. J.

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:
 TNAIRS
 PO Box 33002
 Knoxville, TN 37930-3002

For Additional Information Contact:

Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
 tnairs@211tn.org



Membership Application

Membership Fees

☒ \$50 Agency
☒ \$25 Individual

JMS

50.

\$25 00

6/8/04 Jm

Agency Name TN Disability Pathfinder

Primary Member ☒

Second Member (For Agency Memberships Only) Emmy Hubbard

E-Mail(s) carole.moore-slatcr@vanderbilt.edu
vanderbilt Kennedy Family Outreach Center

Address 1810 Edgchill Avenue, Nashville TN

Phone 800-640-4636, 615-322-8529

Fax _____

Agency Web Site Address www.familypathfinder.org

Check all that apply

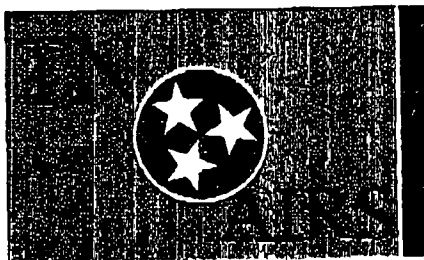
- ☐ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☒ Specialized I & R (Service Type: _____)
☐ Other (specify) _____

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:

TNAIRS
PO Box 33002
Knoxville, TN 37930-3002

For Additional Information Contact:

Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
tnairs@211tn.org



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Southwest TN Area Agency on Aging & Disability
 Primary Member Shelley Matthews
 Second Member (For Agency Memberships Only) Dorothy Montague
 E-Mail(s) smatthews@swtdd.org / dmontague@swtdd.org
 Address 27 Conrad Dr., Ste. 150 Jackson TN 38305
 Phone (731) 668-6967
 Fax (731) 668-6438
 Agency Web Site Address _____

Check all that apply

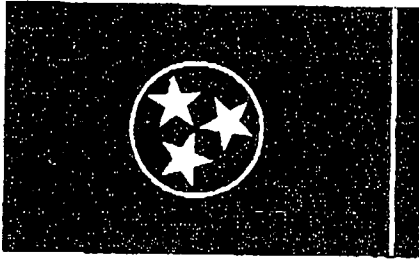
- ☐ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☒ Specialized I & R (Service Type _____) Aging & Disability
☐ Other (specify) _____

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:

TNAIRS
 PO Box 33002
 Knoxville, TN 37930-3002

For Additional Information Contact:
 Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
 tnairs@211tn.org

4070/2001



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Senior Services *(Generations, Inc.)*

Primary Member Dorothy Bogard

Second Member (For Agency Memberships Only) Deloris Walker

E-Mail(s) Dorothy_Bogard@enablinglives.org

Address 4700 Poplar Avenue, Memphis, TN 38117

Phone 901-766-0600

Fax 901-766-0699

Agency Web Site Address www.memphis seniors.com

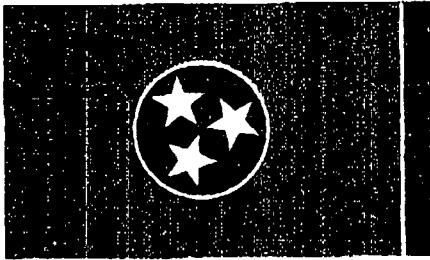
Check all that apply

- ☐ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☒ Specialized I & R (Service Type: Aging)
☐ Other (specify) _____

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:

TNAIRS
 PO Box 33002
 Knoxville, TN 37930-3002

For Additional Information Contact:
 Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
 tnairs@211tn.org



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Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Metropolitan Inter-Ethnic Association (MIFA)

Primary Member Caprice Snyder

Second Member (For Agency Memberships Only) Phyllis Phillips

E-Mail(s) C.Snyder@mifa.org

Address P Phillips@MIFA.org

Phone 901-529-4577

Fax 901-529-4500

Agency Web Site Address www.mifa.org

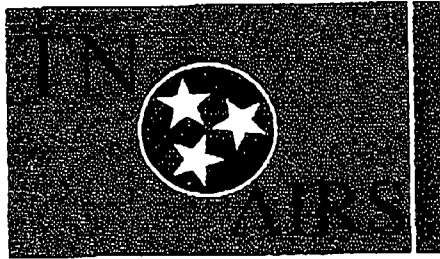
Check all that apply

- ☐ 211
☒ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type _____)
☐ Other (specify) _____

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:

TNAIRS
PO Box 33002
Knoxville, TN 37930-3002

For Additional Information Contact:
Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
tnairs@211tn.org



Membership Application

Membership Fees

- ☒ \$50 Agency (agency members receive two votes at the annual conference no proxies)
☐ \$25 Individual (note individual members cannot vote at the annual conference)

Agency Name Northwest Area Agency on Aging and Disability

Primary Member Julie C. Jones

Second Member (For Agency Memberships Only) _____

E-Mail(s) jones@charterbn.com

Address 124 Weldon Drive Martin, TN 38237

Phone (731) 587-4023

Fax (731) 587-6744

Agency Web Site Address N/A

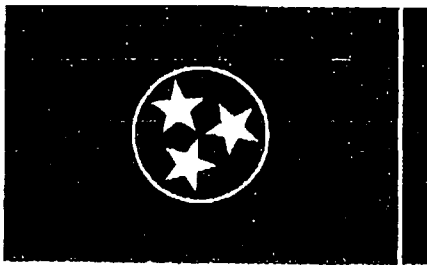
Type of I&R Agency/Organization - Check all that apply

- ☐ 211
☒ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type _____)
☐ Other (specify): _____

Please make check payable to: TNAIRS
Mail Form, Check and Your Organization's Brochure to:
TNAIRS
PO Box 40752
Nashville, TN 37204

For Additional Information, Contact:
Audrey May, (901) 415 - 2718; Jane Schlee, (615) 938 - 6214
tnairs@211tn.org

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Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name TENNESSEE Commission on Aging & Disability

Primary Member Jerry Blasingame

Second Member (For Agency Memberships Only) Nancy Brade

E-Mail(s) Jerry.BlasINGAME@state.tn.us

Address 500 Deadrick St. Suite 825 Nashville TN 37243-0860

Phone 615-741-2056

Fax 615-741-3309

Agency Web Site Address www.state.tn.us/comaging

Check all that apply

- ☐ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type: _____)
☒ Other (specify): _____

Please make check payable to: TNAIRS

Mail Form, Check and Your Organization's Brochure to:

TNAIRS

PO Box 33002

Knoxville, TN 37930-3002

For Additional Information Contact:

Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax

938-6211 - tnairs@211tn.org



Membership Application

Membership Fees

- ☒ \$50 Agency
☐ \$25 Individual

Agency Name Southeast TN Area Agency on Aging and Disability

Primary Member Julia Axley

Second Member (For Agency Memberships Only) _____

E-Mail(s) jaxley@sedev.org

Address P.O. Box 4757, Chattanooga, TN 37405

Phone 423-424-4256

Fax 423-424-4225

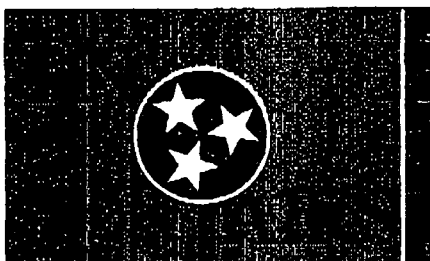
Agency Web Site Address www.setaad.org

Check all that apply

- ☐ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☒ Specialized I & R (Service Type _____) **Area Agency on Aging and Disability**
☐ Other (specify) _____

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 TNAIRS
 PO Box 33002
 Knoxville, TN 37930-3002

For Additional Information Contact:
 Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
 tnairs@211tn.org



Membership Application

Membership Fees

- ☐ \$50 Agency
☒ \$25 Individual

Agency Name _____

Primary Member _____

Second Member (For Agency Memberships Only) _____

E-Mail(s) Deborah. Jacobs@state.tn.us

Address 1407 Union Avenue, Suite 1300 Memphis, TN 38104

Phone 901-543-4610

Fax 901-543-4664

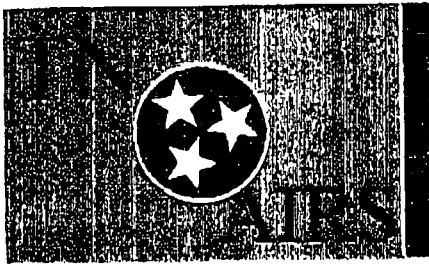
Agency Web Site Address _____

Check all that apply

- ☐ 211
☐ Comprehensive I & R
☐ Crisis Hotline
☐ Specialized I & R (Service Type _____)
☒ Other (specify): Case Management / Continuous Quality Improvement / Contract Compliance

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Mail Form, Check and Your Organization's Brochure to:
TNAIRS
PO Box 33002
Knoxville, TN 37930-3002

For Additional Information Contact:
Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
tnairs@211tn.org



Membership Application

Membership Fees

- ☐ \$50 Agency
☒ \$25 Individual

Agency Name National Care Facility

Primary Member Rochelle Bowen

Second Member (For Agency Memberships Only) _____

E-Mail(s) R.Bowen 2965@aol.com

Address P.O. Box 613243, Memphis TN 38101

Phone (901) 859-7376

Fax (401) 365-4060

Agency Web Site Address _____

Check all that apply

- ☒ 211
☒ Comprehensive I & R
☒ Crisis Hotline
☒ Specialized I & R (Service Type _____)
☐ Other (specify) _____

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PO Box 33002
Knoxville, TN 37930-3002

For Additional Information Contact:

Jane Schlee, (865) 769 - 1851, (865) 692 - 1889 fax
tnairs@211tn.org